



Rhode Island Department of Health

RHODE ISLAND NURSING HOME SATISFACTION SURVEY

TECHNICAL REPORT

Prepared for
The Rhode Island Department of HEALTH

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Project Overview

In 1998, the Rhode Island General Assembly passed a law that established the Rhode Island Health Quality Performance Measurement and Reporting Program (HQPMRP). The goal of this legislation is to promote quality in the state's health care system by developing a performance measurement and public reporting program. This legislation mandates the public reporting of information on the quality of care in all licensed Rhode Island health care facilities, beginning with hospitals.

This law requires public reporting on the level of resident satisfaction that exists in all licensed nursing homes in the state of Rhode Island. Satisfaction as defined in HQPMRP legislation is "the degree to which the provider meets or exceeds the patients' expectations as perceived by the patient by focusing on those aspects of care that the patient can judge." In nursing homes, the relevant expectations are those of the 'resident' (rather than the 'patient') and the residents' family members.

This Technical Report documents the methods used in nursing homes to meet the legislative requirements in regards to comparable, statistically valid resident and family satisfaction data gathered by the satisfaction measurement vendor and reported to the Rhode Island Department of Health (HEALTH). The information comes from two groups: (1) a sample of residents in 92 nursing homes and (2) a census of residents' family members (one family member per resident) in each home. At the current time, there is a single pediatric nursing home not included in the report because of its unique resident population. The 92 licensed nursing homes participating in the project are:

Alpine Nursing Home, Inc.	Elmhurst Extended Care Facility
Avalon Nursing Home	Elmwood Health Center
Ballou Home for the Aged	Emerald Bay Manor
Banister House, Inc.	Epoch Senior Health Care on Blackstone
Bay Tower Nursing Center, Inc.	Evergreen House Health Center
Bayberry Commons	Forest Farm Health Care Center
Berkshire Place	Friendly Home Inc., The
Bethany Home of Rhode Island	Golden Crest Nursing Centre
Brentwood Nursing Home	Grace Barker Nursing Center, Inc.
Briarcliffe Manor	Grand Islander Center
Cedar Crest Nursing Centre, Inc.	Grandview Center
Charlesgate Nursing Center	Hallworth House
Cherry Hill Manor	Harborside/Greenwood Nursing & Rehab
Clipper Home, The	Harborside/Pawtuxet Village Nursing
Courtland Place	Harris Health Center, LLC
Cra-mar Meadows	Hattie Ide Chaffee Home
Crestwood Nursing & Conv Home, Inc.	Haven Health Center of Coventry
Eastgate Nursing & Recovery Center	

Haven Health Center of Greenville
Haven Health Center of Pawtucket
Haven Health Center of Warren
Heatherwood Nursing & Subacute
Center
Heberts Nursing Home, Inc.
Heritage Hills Nursing Centre
Holiday Retirement Home, Inc.
Hopkins Manor LTD
Jeanne Jugan Residence-Little Sisters of
the Poor
John Clarke Retirement Center, The
Kent Regency Center
Kindred Heights Nursing and
Rehabilitation
Linn Health Care Center
Mansion Nursing Home
Morgan Health Center
Mount St Francis Health Center
Mount St Rita Health Centre
Nancy Ann Nursing Home, Inc.
North Bay Manor
Oak Hill Nursing & Rehabilitation
Orchard View Manor Nursing &
Rehabilitation
Overlook Nursing & Rehabilitation
Center
Park View Nursing Home
Philip Hulitar Inpatient Center
Pine Grove Health Center
Rhode Island Veterans Home
Riverview Healthcare Community
Roberts Health Center, Inc.
Saint Elizabeth Home
Saint Elizabeth Manor
Sakonnet Bay Manor
Scalabrini Villa
Scallop Shell Nursing & Rehabilitation
Scandinavian Home Inc.
Shady Acres, Inc.
Silver Creek Manor
South Bay Manor

South County Nursing & Subacute
Center
South Kingstown Nursing
Rehabilitation
St. Antoine Residence
St. Clare Home
St. Joseph Hospital for Specialty Care
Steere House Nursing & Rehabilitation
Sunny View Nursing Home
Tockwotton Home
Vanderbilt Rehab Center Subacute Unit
Village at Waterman Lake
Village House Convalescent Home, Inc.
Watch Hill Care and Rehab
Waterview Villa, Inc.
West Shore Health Center
West View Nursing Home, Inc.
Westerly Health Center
Westerly Nursing Home, Inc.
Woodland Convalescent Center, Inc.
Woodpecker Hill
Woonsocket Health Centre

Program Operations

HEALTH is responsible for the implementation and oversight of HQPMRP. The HQPMRP and all representative nursing homes are active participants in this quality initiative. HEALTH is working closely with Quality Partners of Rhode Island (the state's Medicare Quality Improvement Organization or QIO), which has a coordinating role in the program. Bi-monthly meetings with the Nursing Home Subcommittee (established through the HQPMRP legislation) provided a public forum for discussion of many operational decisions and for progress reports throughout the two-year effort. Nursing Home administrators, representatives from the Rhode Island Healthcare Association, the Rhode Island Association of Facilities and Services for the Aging, the Alliance for Better Long Term Care, HEALTH, and Quality Partners were in attendance at these meetings.

Satisfaction Measurement Vendor

Vital Research, LLC, (VR) a 24-year old Los Angeles-based research and consulting firm with expertise in senior living consumer satisfaction measurement nationwide, was awarded the sub-contract to collect the data and report the results of both the 2005 pilot phase of the survey, and the 2006 public reporting phase. VR has worked with more than 1,500 long-term care providers in 25 states since 1995. VR also implemented the 2002 and 2003 Ohio and the 2005 and 2006 Minnesota resident satisfaction surveys. The Family Satisfaction Survey and Resident Satisfaction Survey implemented in Ohio were developed by the Scripps Gerontology Center (Scripps) at the Miami University and the Margaret Blenkner Research Center (MBRC) at the Benjamin Rose Institute in 2001, and were modified in 2004 for use in Rhode Island.

VR managed the data collection process for both the Rhode Island Family and Resident Satisfaction Surveys, including training of local interviewers, scheduling the interviews at every nursing home in the state, mailing surveys to responsible parties, processing and analyzing data, quality control, and reporting.

Technical Report Explanation

The Resident and Family satisfaction results are presented in two documents: the Public Report and the Technical Report. The Public Report (titled, *Family & Resident Satisfaction with Nursing Home Care in Rhode Island: Report 1, Autumn 2006*) displays satisfaction ratings on the Internet in a consumer-friendly format, providing a three-level "diamond" rating of each domain and total satisfaction for residents and families. Depending on nursing home size, a random sample of residents with cognitive performance ranging from no impairment to moderate impairment contributed

responses for the resident report. A family member or responsible party (for each resident on the census at the time of the survey) was sent a survey to complete and return using a business reply envelope. The rating level of each individual nursing home is based on a comparison to the statewide score for each domain and total score.

This Technical Report expands on the Public Report to provide more detailed information including survey development, data collection methodology, data quality assessment, nursing home score calculations, and the conversion of scores to the diamond rating scale used in the Public Report.

Survey Development

The surveys were originally developed for the Ohio Department of Aging for use in the statewide 2002 Ohio Family and Resident Satisfaction Survey. The Resident Satisfaction Survey was developed first and it guided development of the Family Satisfaction Survey. Both surveys were selected for use in Rhode Island.

Development of the Ohio Resident Satisfaction Survey

Scripps and MBRC conducted a pretest of the Resident Satisfaction Survey and the Family Satisfaction Survey that were developed based on input from the Advisory Council at the Ohio Department of Aging and resident cognitive interviews, which suggested a multidimensional structure underlying the concept of satisfaction.

For the pretest, Scripps conducted a total of 206 original face-to-face resident interviews, 71 test-retest, and 67 inter-rater interviews. MBRC collected a total of 239 completed interviews and surveys with family members. Of the 239 family surveys, 131 were mailed surveys (55%) and 108 (45%) were in-person interviews. In addition, 86 test-retest interviews were completed with family members. The nursing homes included both proprietary and for-profit homes that were small, medium and large in size. A total of 46 items for the Resident Satisfaction Survey and 64 items for the Family Satisfaction Survey were recommended.

Identification of Factor Structures

Psychometric analyses were conducted after the completion of the 2002 Ohio Family and Resident Satisfaction Survey. A total of 22,226 families from 687 nursing homes responded to the mailed survey, with an average nursing home response rate of 45.3% (Straker, Ehrichs, Ejaz & Fox, 2002). Interviewers conducted 18,841 face-to-face interviews with residents in 869 Ohio nursing homes with an average nursing home response rate of 89% (Hirsch, Wheatley, Uman & Urman, 2002).

The data were first aggregated by nursing home because a primary goal of the surveys was to enable comparisons by nursing home. Therefore, nursing homes were considered to be the unit of analysis instead of an individual respondent. Next, each of the resident and family survey datasets was randomly split into two: 1) an exploratory dataset, and 2) a confirmatory dataset. Hierarchical factor analyses of the datasets were conducted using a program called SECONDOR (Thompson, 1990) with the exploratory datasets. Later, the factor structures were confirmed by using Amos (Arbuckle & Wothke, 1999) on the confirmatory dataset.

Analysis began with the exploratory sample, in which different factor solutions were tried in order to find the best structure. The exploratory analyses identified eight primary factor structures for the Resident Satisfaction Survey (such as Admissions, Activities, Administration, Direct Care) that were related to the conceptual domains developed by investigators based on the pretest data (Ejaz, Straker, Fox & Swami, 2003; Reports to the Ohio Department of Aging in 2001 and 2002). For the Family Satisfaction Survey, the solution that emerged as the most acceptable had 12 primary factors.

In addition, the analyses identified a Global Satisfaction measure (referred to as the 'G' factor). The G factor, for the most part, contained items identified in the primary factors/domains as well as other items that did not load on any of the domain factors. Items that did not load at .30 and above were excluded from the factor structures. These findings were supported by the confirmatory analyses using Amos.

Survey Revisions

Items that were correlated at .89 or above in the Family Satisfaction Survey were examined and only one item was retained. The choice of retaining one of the two highly correlated items was based on an examination of the following issues: a) the variance of the item; b) items within a factor correlated at .89 or above; and c) interviewer comments. No items in the resident survey were correlated at .85 or above.

Cognitive testing of questions was done to further refine some items considered problematic based on the analyses. Ten long-term and three short-term stay nursing home residents were asked to give feedback on question wording. Refinements were also made based on interviewer feedback.

Detailed information on the analyses is available in the six-month report to the Commonwealth Fund (Ejaz, Fox, McCarthy, Jones & Straker, 2003).

The Resident and Family Satisfaction Surveys were adapted for use in Rhode Island in 2005 based on analyses of the 2002 Ohio data and review by HEALTH and Quality Partners. The most notable changes were made to the Resident Satisfaction Survey. Psychometric analyses directed the breaking up of the Environment domain into two

domains: Facility Environment and Resident Environment. In addition, the survey developers recommended the addition of two Therapy questions for short-stay residents. For the 2006 public reporting phase in Rhode Island, the Family and Resident Survey were slightly modified based on feedback provided after the pilot phase by interviewers, Quality Partners, and HEALTH.

Survey Descriptions

Resident Survey

Interviewers completed face-to-face interviews with residents at each Rhode Island nursing home. The Resident Satisfaction Survey consisted of 51 questions. The first question on the Survey asked how long the resident had lived in the nursing home. If the resident had lived in the nursing home for more than three months, the interviewer did not ask the questions about Social Services and Therapy. The remaining 50 questions were grouped in 11 domains: Social Services, Therapy, Activities, Choice, Direct Care and Nursing Staff, Administration, Meals & Dining, Laundry, Facility Environment, Resident Environment, and Overall Satisfaction. In addition, interviewers recorded identifying information and demographic information such as date of birth, date of admission, length of stay, and gender. A copy of the Resident Satisfaction Survey can be found in Appendix A.

Family Survey

The Family Satisfaction Survey consisted of 64 questions. Of these, 55 questions were grouped in 13 domains. The domains for the Family Survey included two additional domains: Admissions and Professional Nurses. The other nine questions were demographic items. Family members also had the opportunity to write comments on the last page of the survey. A copy of the Family Satisfaction Survey can be found in Appendix B.

Table 1 shows the Resident Survey and the Family Survey domains.

Table 1. Survey Domains

Domains	Resident Survey	Family Survey
Admissions		X
Social Services	X	X
Therapy	X	X
Activities	X	X
Choice	X	X
Direct Care and Nursing Staff	X	X
Professional Nurses		X
Administration	X	X
Meals & Dining	X	X
Laundry	X	X
Facility Environment	X	X
Resident Environment	X	X
Overall Satisfaction	X	X

Survey Psychometric Information

Resident Survey

During survey development, Scripps and MBRC determined that the most efficient way to differentiate between long and short-stay residents' domains was to provide Social Services and Therapy domains for short-stay residents only. Thus, nursing homes with few or no short-stay residents in the census will not have scores in those domains due to the use of branching logic. In addition, residents and family members at one nursing home did not provide answers to the Laundry items. Table 2 displays the item analysis and internal consistency reliability coefficients for each domain and total satisfaction.

Table 2. Resident Satisfaction Survey Reliability (N=92 Nursing Homes)

Domain	Item	Corrected Item-Total Correlation	Coefficient Alpha
Social Services			.72
	Does the Social Worker follow-up and respond quickly to your concerns?	.55	
	Does the Social Worker treat you with respect?	.49	
	Overall, are you satisfied with the quality of the Social Worker in the nursing home?	.72	
Therapy			.87
	Does the physical therapist spend enough time with you?	.77	
	Does the occupational therapist spend enough time with you?	.77	
Activities			.77
	Do you have enough to do here?	.59	
	Are you satisfied with the religious services they offer here?	.44	
	Are the activities here things that you like to do?	.64	
	Does the activities staff treat you with respect?	.52	
	Overall, are you satisfied with the activities they offer here?	.53	
Choice			.63
	Can you go to bed when you like?	.44	
	Can you decide when to get up in the morning?	.28	
	Can you choose the clothes that you wear?	.29	
	Can you bring in belongings that make your room feel like home?	.46	
	Can you decide when to keep your door open or closed?	.27	
	Does the staff leave you alone if you don't want to do anything?	.51	
	Does the staff let you do the things you want to do for yourself?	.51	

Table 2. Resident Satisfaction Survey Reliability (N=92 Nursing Homes)

Domain	Item	Corrected Item-Total Correlation	Coefficient Alpha
Direct Care			.91
	Does a staff person check on you to see if you are comfortable?	.65	
	During the week, is a staff person available to help you if you need it?	.77	
	During the weekends, is a staff person available to help you if you need it?	.70	
	During the evening and night, is a staff person available to help you if you need it?	.74	
	Does the staff who take care of you know what you like and don't like?	.68	
	Are the nurse aides gentle when they take care of you?	.64	
	Do the nurse aides treat you with respect?	.67	
	Do the nurse aides spend enough time with you?	.81	
	Overall, are you satisfied with the nurse aides who care for you?	.69	
Administration			.80
	Is the administration available to talk with you?	.70	
	Does the administration treat you with respect?	.71	
	Overall, are you satisfied with the administration here?	.69	
Meals & Dining			.86
	Is the food here tasty?	.82	
	Are foods served at the right temperature?	.71	
	Can you get the foods you like?	.65	
	Do you get enough to eat?	.54	
	Overall, are you satisfied with the food here?	.88	
Laundry			.74
	Do you get your clothes back from the laundry?	.62	
	Do your clothes come back from the laundry in good condition?	.62	

Table 2. Resident Satisfaction Survey Reliability (N=92 Nursing Homes)

Domain	Item	Corrected Item-Total Correlation	Coefficient Alpha
Resident Environment			.61
	Can you get outdoors when you want to (either with help or on your own)?	.39	
	Is your room a comfortable temperature?	.49	
	Can you find places to talk with your visitors in private?	.51	
	Is your room quiet enough?	.39	
	Are you satisfied with your room?	.47	
Facility Environment			.63
	Is this nursing home clean enough?	.53	
	Are your belongings safe here?	.57	
	Are you satisfied with the safety and security of this nursing home?	.53	
Overall Satisfaction			.79
	Do you get your medications on time?	.26	
	Is the staff here friendly?	.70	
	Are the residents here friendly?	.54	
	Would you recommend this nursing home to a family member or friend?	.67	
	Overall, do you like this nursing home?	.78	
Total Satisfaction - All Domains			.71
	Social Services	.47	
	Therapy	.42	
	Activities	.48	
	Choice	.34	
	Direct Care	.62	
	Administration	.56	
	Meals & Dining	.55	
	Laundry	.46	
	Resident Environment	.59	
	Facility Environment	.55	
	Overall Satisfaction	.60	

The domains of Choice, Resident Environment, and Facility Environment have coefficient alphas of less than .70, yet there are no obviously low or marginal corrected item-total correlations that would suggest the need to remove individual items from any domain or from Total Satisfaction. The lowest item-total correlations for the Choice domain were being able to choose when to get up, what to wear, and whether to keep

the door open or closed. Removing any one of those items from the scale would not bring coefficient alpha up to .70 or above. Choosing when to get up and whether to keep the door open or closed had the greatest variance of all the items in that domain.

Table 3. Resident Satisfaction Survey Descriptive Statistics (N=92)

Domain	Minimum	Maximum	Mean	Standard Deviation	95% Confidence Interval
Social Services (N=74)*	2.33	4.00	3.69	0.35	0.0794
Therapy (N=77)*	1.00	4.00	3.55	0.54	0.1214
Activities	3.28	3.94	3.61	0.14	0.0292
Choice	3.28	4.00	3.63	0.12	0.0246
Direct Care	3.28	3.97	3.68	0.12	0.0252
Administration	3.39	4.00	3.77	0.14	0.0289
Meals & Dining	3.18	3.95	3.56	0.16	0.0317
Laundry (N=91)*	3.42	4.00	3.76	0.14	0.0280
Resident Environment	3.45	3.96	3.73	0.11	0.0229
Facility Environment	3.67	4.00	3.85	0.08	0.0169
Overall Satisfaction	3.45	3.96	3.76	0.10	0.0212
Total Satisfaction**	3.37	3.94	3.69	0.10	0.0201

* A domain score for Social Services, Therapy, and Laundry could not be calculated for those nursing homes that did not have any resident responses.

** Total Satisfaction was computed for all nursing homes, regardless of the number of domain scores.

Resident Satisfaction statewide scores for each domain and for Total Satisfaction demonstrated a fairly narrow range when calculated from nursing home scores, except for Therapy, which had a full range of three points. At the statewide level, the scores were skewed to the left, with means clustering above 3.5 making for a very narrow confidence interval.

Table 4. Correlations Among Resident Satisfaction Domains (N=92)

	Social Services (N=74)	Therapy (N=77)	Activities	Choice	Direct Care	Admin	Meals & Dining	Laundry (N=91)	Resident Environ	Facility Environ	Overall Satisfaction
Therapy	.48										
Activities	.18	.16									
Choice	.17	.02	.45								
Direct Care	.22	.25	.68	.53							
Administration	.26	.17	.53	.43	.62						
Meals & Dining	.18	.24	.59	.43	.66	.50					
Laundry	.14	.28	.38	.37	.46	.48	.42				
Resident Environment	.22	.21	.50	.54	.62	.58	.55	.56			
Facility Environment	.35	.21	.52	.47	.58	.51	.62	.48	.54		
Overall Satisfaction	.28	.25	.55	.33	.76	.64	.72	.45	.62	.59	
Total Satisfaction	.37	.35	.72	.64	.84	.74	.80	.64	.74	.77	.83

Correlations among domains range from low to moderate (.02 to .76), whereas domain correlations with the Total score are moderate to high. Shared variance among domains ranges from < 1% to 58%. In general, Social Services and Therapy are least related to all other domains, perhaps in part because data in those two domains is sparse (there being few short-stay residents for whom social services or therapy would be relevant). The correlation matrix confirms the multi-dimensional nature of resident satisfaction.

Table 5. Association Between Resident Satisfaction Domains and Overall Measures of Resident Satisfaction (N=92)

Domains	Would Recommend to a Friend	Overall Satisfaction Item	Total Satisfaction (Composite Score)
Social Service (N=74)	.25	.21	.37
Therapy (N=77)	.30	.16	.35
Activities	.41	.49	.72
Choice	.23	.35	.64
Direct Care	.59	.68	.84
Administration	.58	.54	.74
Meals & Dining	.58	.70	.80
Laundry (N=91)	.41	.39	.64
Resident Environment	.55	.55	.74
Facility Environment	.59	.51	.77
Overall Satisfaction	.84	.89	.83

The domains show low to moderate correlations with the single item loyalty and satisfaction measures, and moderate to high correlations with the composite satisfaction score. Direct Care, Administration, Meals & Dining, Resident Environment, Facility Environment, and Overall Satisfaction are most associated with measures of loyalty and total satisfaction.

Family Survey

Table 6 displays the item analysis and internal consistency reliability coefficients for each domain and the total score for the Family Satisfaction Survey.

Table 6. Family Satisfaction Survey Reliability (N=92 Nursing Homes)

Domain	Item	Corrected Item-Total Correlation	Coefficient Alpha
Admissions			.89
	Did the staff provide you with adequate information about the different services in the nursing home?	.77	
	Did the staff give you clear information about how to pay for care?	.80	
	Did the staff give you clear information about how to pay for care?	.88	
	Overall, were you satisfied with the admission process?	.72	
Social Services			.90
	Does the social worker follow-up and respond quickly to your concerns?	.82	
	Does the social worker treat you with respect?	.72	
	Overall, are you satisfied with the quality of social workers in the nursing home?	.93	
Therapy			.95
	Does the physical therapist spend enough time with the resident?	.90	
	Does the occupational therapist spend enough time with the resident?	.90	
Activities			.80
	Does the resident have enough to do in the nursing home?	.77	
	Are the nursing home activities things that the resident likes to do?	.68	
	Is the resident satisfied with the religious services in the nursing home?	.40	
	Does the activities staff treat the resident with respect?	.61	
	Overall, are you satisfied with the activities in the nursing home?	.80	

Table 6. Family Satisfaction Survey Reliability (N=92 Nursing Homes)

Domain	Item	Corrected Item-Total Correlation	Coefficient Alpha
Choice			.85
	Can the resident go to bed when he/she likes?	.78	
	Can the resident choose the clothes that he/she wears?	.76	
	Can the resident bring in belongings that make his/her room feel like home?	.60	
	Does the staff leave the resident alone if he/she doesn't want to do anything?	.65	
	Does the staff let the resident do the things he/she wants to do for himself/herself?	.60	
Direct Care			.96
	Does a staff person check on the resident to see if he/she is comfortable?	.90	
	During the week, is a staff person available to help the resident if he/she needs it?	.86	
	During the weekend, is a staff person available to help the resident if he/she needs it?	.88	
	During the evening and night, is a staff person available to help the resident if he/she needs it?	.90	
	Are the nurse aides gentle when they take care of the resident?	.82	
	Do the nurse aides treat the resident with respect?	.84	
	Do the aides spend enough time taking care of the resident?	.91	
	Overall, are you satisfied with the nurse aides who care for the resident?	.89	
Professional Nurses			.96
	Do the Registered Nurses and Licensed Practical Nurses follow-up and respond quickly to your concerns?	.93	
	Overall, are you satisfied with the quality of the RNs and LPNs in the nursing home?	.93	

Table 6. Family Satisfaction Survey Reliability (N=92 Nursing Homes)

Domain	Item	Corrected Item-Total Correlation	Coefficient Alpha
Administration			.92
	Is the administration available to talk with you?	.87	
	Does the administration treat you with respect?	.88	
	Overall, are you satisfied with the administration here?	.87	
Meals & Dining			.92
	Does the resident think that the food is tasty?	.85	
	Are foods served at the right temperature?	.86	
	Can the resident get the foods he/she likes?	.70	
	Does the resident get enough to eat?	.78	
	Overall, are you satisfied with the food in the nursing home?	.89	
Laundry			.87
	Does the resident get his/her clothes back from the laundry?	.77	
	Do the resident's clothes come back from the laundry in good condition?	.77	
Resident Environment			.83
	Can the resident get outdoors when he/she wants to?	.62	
	Can you find places to talk with the resident in private?	.79	
	Is the resident's room quiet enough?	.63	
	Are you satisfied with the resident's room?	.77	
Facility Environment			.93
	Are the public areas in the nursing home quiet enough?	.78	
	Does the nursing home seem homelike?	.82	
	Is the nursing home clean enough?	.83	
	Are the resident's belongings safe in the nursing home?	.88	
	Are you satisfied with the safety and security of this nursing home?	.82	

Table 6. Family Satisfaction Survey Reliability (N=92 Nursing Homes)

Domain	Item	Corrected Item-Total Correlation	Coefficient Alpha
General Questions (Overall Satisfaction)			.96
	Is the staff here friendly?	.84	
	Are your telephone calls handled in an efficient manner?	.82	
	Do you get adequate information from the staff about the resident's medical condition and treatment?	.86	
	Do the residents look well-groomed and cared for?	.84	
	Are you satisfied with the medical care in the nursing home?	.87	
	Would you recommend this nursing home to a family member or friend?	.90	
	Overall, do you like this nursing home?	.93	
Total Satisfaction - All Domains			.95
	Admissions	.83	
	Therapy	.66	
	Social Services	.68	
	Activities	.80	
	Choice	.70	
	Direct Care	.86	
	Professional Nursing	.78	
	Administration	.77	
	Meals & Dining	.82	
	Laundry	.68	
	Resident Environment	.87	
	Facility Environment	.91	
	General Questions (Overall Satisfaction)	.92	

All 13 domains and the Total Satisfaction score had coefficient alphas of greater than .70. There were no low or marginal corrected item-total correlations that would suggest the need to remove individual items from any domain or from Total Satisfaction.

Table 7. Family Satisfaction Survey Descriptive Statistics (N=92)

Domain	Minimum	Maximum	Mean	Standard Deviation	95% Confidence Interval
Admissions	3.12	3.97	3.66	0.20	0.0400
Social Service	3.33	4.00	3.74	0.15	0.0308
Therapy	2.33	4.00	3.25	0.30	0.0620
Activities	3.01	3.91	3.49	0.18	0.0364
Choice	3.00	4.00	3.69	0.14	0.0290
Direct Care	3.32	3.99	3.65	0.15	0.0309
Professional Nurses	3.35	4.00	3.71	0.15	0.0313
Administration	3.35	4.00	3.78	0.14	0.0296
Meals & Dining	3.04	3.85	3.41	0.18	0.0377
Laundry (N=91)*	2.74	3.99	3.43	0.26	0.0535
Resident Environment	3.10	3.97	3.58	0.17	0.0346
Facility Environment	3.12	3.99	3.56	0.20	0.0401
Overall Satisfaction	3.37	4.00	3.69	0.16	0.0331
Total Satisfaction**	3.29	3.95	3.60	0.15	0.0302

* A domain score for Laundry could not be calculated for one nursing home that did not have any family responses.

** Total Satisfaction was computed for all nursing homes, regardless of the number of domain scores.

Family Satisfaction scores for each domain and for Total Satisfaction demonstrated a fairly narrow range when calculated at the nursing home level. The widest ranging domain was Therapy (range=1.67). At the individual respondent level, domain scores did range from 1-4, using the full range of the scale. Thus, at the statewide level, the scores were skewed to the left, with means clustering well above 3.0 making for a very narrow confidence interval.

Table 8. Family Satisfaction Survey Correlations Among Domains (N=92)

	Admissions	Therapy	Social Services	Activities	Choice	Direct Care	Prof. Nurse	Admin	Meals	Laundry (N=91)	Resident Environ	Facility Environ	Overall Satis.
Therapy	.53												
Social Services	.64	.38											
Activities	.70	.63	.60										
Choice	.71	.59	.54	.54									
Direct Care	.68	.60	.59	.68	.59								
Professional Nursing	.63	.54	.61	.61	.43	.78							
Administration	.61	.55	.62	.66	.46	.62	.67						
Meals & Dining	.60	.59	.60	.69	.51	.81	.70	.72					
Laundry (N=91)	.55	.39	.48	.54	.48	.62	.56	.55	.65				
Resident Environment	.81	.55	.59	.69	.72	.76	.65	.58	.65	.61			
Facility Environment	.76	.58	.61	.75	.67	.84	.72	.71	.77	.74	.84		
Overall Satisfaction	.78	.62	.65	.72	.63	.85	.89	.76	.77	.69	.79	.88	
Total Satisfaction	.83	.69	.72	.81	.73	.88	.84	.79	.84	.73	.86	.93	.96

As expected, there are high correlations between each domain score and the Total Satisfaction score. Inter-domain coefficients range from moderate ($r=.38$ for Therapy with Social Services) to high ($r=.89$ for Professional Nurses with Overall Satisfaction). Domains share between 14% and 79% variance, confirming that family satisfaction is multi-dimensional. In general, Laundry and Therapy are least related to all other domains.

Table 9. Association Between Family Satisfaction Domains and Overall Measures of Family Satisfaction (N=92)

Domains	Would Recommend to a Friend	Overall Satisfaction Item	Total Satisfaction (Composite Score)
Admissions	.81	.80	.83
Therapy	.60	.58	.69
Social Service	.54	.61	.72
Activities	.71	.73	.81
Choice	.68	.60	.73
Direct Care	.75	.77	.88
Professional Nursing	.75	.80	.84
Administration	.71	.71	.79
Meals & Dining	.65	.66	.84
Laundry (N=91)	.65	.64	.73
Resident Environment	.76	.77	.86
Facility Environment	.88	.85	.93
Overall Satisfaction	.92	.95	.96

The domains showed high correlations with the single item loyalty and satisfaction measures, as well as with the composite satisfaction score.

Data Collection Methodology

Resident Survey

Materials Used

The Resident Satisfaction Survey was a scannable form filled out by interviewers as they asked residents questions during structured interviews. In addition, interviewers recorded demographic information from the resident list that was provided by VR from

the Minimum Data Set or MDS¹, such as date of birth, date of admission, and length of stay. Interviewers completed a survey form for each resident who was invited to be interviewed. All survey forms were returned to VR for auditing and scanning.

Sampling Plan

Data collection took place in May and June of 2006. Each of the 92 nursing homes in Rhode Island submitted resident census lists to VR. HEALTH provided MDS data to VR for comparison with the census lists to determine which residents should be excluded from the Survey based on cognitive impairment. Information from the MDS was used to calculate the Cognitive Performance Scale (CPS) score. The CPS was developed from selected MDS items using an algorithm developed by Morris, Fries, Mehr, Hawes, Phillips, Mor, and Lipsitz (1995), that was further validated by Hartmaier, Sloane, Guess, Koch, Mitchell, and Phillips (1995) against the Mini Mental Status Examination (MMSE). Using responses to five MDS questions (coma, short-term memory, decision-making, making self understood, and dependence in eating), seven cognitive levels are derived, ranging from 0 (intact) to 6 (very severe impairment). Please refer to Appendix C for CPS Scoring Rules from the Centers for Medicare & Medicaid Services (December 2002 Revised Long Term Care Resident Assessment Instrument (RAI) User's Manual for the Minimum Data Set (MDS) Version 2.0).

For the Rhode Island resident survey, 1,164 residents (13.4%) with scores of 5 or 6 (severely or very severely cognitively impaired) were excluded from participation. The remaining residents on the census list provided by each nursing home constituted the eligible population in the nursing home. A random sample of eligible residents was selected to participate. However, a total of 231 residents in isolation on the day of the interviews (3% of eligible residents) and 69 residents whose responsible party requested that the resident not be interviewed (0.9% of eligible residents) were not approached by interviewers.

Interviewers were informed of the number of interviews to complete with long-term residents and short-stay residents to meet the State requirement of a +/- 10% margin of error at the nursing home level. Interviewers received a random sample of eligible long-term residents ahead of time. Each nursing home was asked to identify which residents were short-stay residents on the census list they supplied two weeks before the scheduled interview date. The proportion of short-stay residents on the census list was used to calculate the number of short-stay resident interviews to complete when interviewers arrived at the nursing home. To ensure interviewers would have up-to-

¹ A government mandated screening and assessment form for Medicare- and Medicaid-certified long-term care facilities (nursing homes) in the United States. This form is completed within 14 days of admission of a resident to the nursing home, as well as quarterly, and when there is a significant change in the resident's status. An annual update is also required. The information collected in the MDS is used in planning the care of the resident.

date short-stay information, nursing home administrators provided interviewers with an updated short-stay resident list on the day of the scheduled interviews.

Interviewer Training

Potential interviewers were recruited in Rhode Island by a local staffing agency and screened using a background check, interview questionnaire, face-to-face interview, and appropriate skills assessments. Interviewers recruited by the staffing agency took part in an intensive 3-day training at two nursing homes. Trainers experienced in senior living research and statewide nursing home survey projects trained interviewers in structured interviewing techniques, data collection and submission procedures, confidentiality, nursing home etiquette, and methods for interviewing hearing and cognitively impaired residents. Interviewers were selected based on their performance conducting practice interviews and a variety of skills tests. Trainers selected one interviewer from the group to be field supervisor.

Quality Control

Responsibilities of the field supervisor included:

- Weekly inter-rater agreement checks
- Weekly Interviewer Skills Checklists
- Weekly nursing home procedure and communication assessment
- Reporting feedback to interviewers based on VR standards
- Notification of VR regarding events in the field, as needed

During inter-rater interviews, the field supervisor completed an Interview Skills Checklist and inter-rater reliability survey form. The Interview Skills Checklist provides a list of the various interviewer behaviors that are required during each interview such as asking the questions exactly as printed on the interview form and allowing enough time for the resident to respond. The pairs of completed surveys were later used to calculate inter-rater agreement. Following inter-rater surveys and observation, supervisors would debrief with the interviewer to discuss scoring decisions and suggestions for improvement. Over the course of the day, the field supervisor also evaluated the interviewers' procedural and communication skills such as whether they completed the resident selection procedure correctly, whether they arrived on time, and whether they communicated with staff appropriately. The field supervisor discussed the findings with each interviewer, who acknowledged the feedback by signature. Surveys received at VR were checked for accuracy and correct count, and, once scanned, were further analyzed for any possible mistakes.

Inter-rater Agreements

The field supervisor completed at least two supervised interviews per week with each interviewer. Inter-rater agreement on the survey forms documented the ability of interviewers to categorize resident responses and interpret resident information according to the requirements of the structured interview. The field supervisor's survey form was included in the data set for the nursing home. The interviewer's survey form was used for the calculation of inter-rater agreement results.

As data were returned to VR, interviewer and field supervisor data were entered in pairs in an inter-rater database. During training, 59 pairs of inter-rater interviews were obtained and during data collection, 83 pairs of inter-rater interviews were obtained, for a total of 142 pairs. Table 10 shows intra-class correlation coefficients to provide an overall measure of agreement for each question and domain. Intra-class correlation coefficients range from 0 to 1, and a higher agreement is more desirable. In general, an intra-class correlation coefficient of 0.6 or above is considered acceptable.

Table 10. Resident Satisfaction Survey Inter-rater Agreements

Domain	Item	Training (n=59)	Post-Training (n=83)
		Intra-class Correlation Coefficient	
Social Services			
	Does the Social Worker follow-up and respond quickly to your concerns?	1.000	1.000
	Does the Social Worker treat you with respect?	n/a*	1.000
	Overall, are you satisfied with the quality of the Social Worker in the nursing home?	n/a*	1.000
Therapy			
	Does the physical therapist spend enough time with you?	n/a*	1.000
	Does the occupational therapist spend enough time with you?	n/a*	n/a*

Table 10. Resident Satisfaction Survey Inter-rater Agreements

Domain	Item	Training (n=59)	Post-Training (n=83)
		Intra-class Correlation Coefficient	
Activities			
	Do you have enough to do here?	1.000	1.000
	Are you satisfied with the religious services they offer here?	.968	1.000
	Are the activities here things that you like to do?	.975	1.000
	Does the activities staff treat you with respect?	1.000	1.000
	Overall, are you satisfied with the activities they offer here?	1.000	.971
Activities Intra-class Correlation		.871	.851
Choice			
	Can you go to bed when you like?	1.000	.968
	Can you decide when to get up in the morning?	.865	1.000
	Can you choose the clothes that you wear?	1.000	1.000
	Can you bring in belongings that make your room feel like home?	.961	1.000
	Can you decide when to keep your door open or closed?	.984	.994
	Does the staff leave you alone if you don't want to do anything?	1.000	1.000
	Does the staff let you do the things you want to do for yourself?	.972	1.000
Choice Intra-class Correlation		.898	.795

Table 10. Resident Satisfaction Survey Inter-rater Agreements

Domain	Item	Training (n=59)	Post-Training (n=83)
		Intra-class Correlation Coefficient	
Direct Care and Nursing Staff			
	Does a staff person check on you to see if you are comfortable?	1.000	1.000
	During the week, is a staff person available to help you if you need it?	1.000	.978
	During the weekends, is a staff person available to help you if you need it?	1.000	.974
	During the evening and night, is a staff person available to help you if you need it?	.958	1.000
	Does the staff who take care of you know what you like and don't like?	.847	1.000
	Are the nurse aides gentle when they take care of you?	1.000	1.000
	Do the nurse aides treat you with respect?	1.000	.956
	Do the nurse aides spend enough time with you?	.985	.994
	Overall, are you satisfied with the nurse aides who care for you?	.649	1.000
Direct Care Intra-class Correlation		.965	.934
Administration			
	Is the administration available to talk with you?	1.000	.984
	Does the administration treat you with respect?	1.000	1.000
	Overall, are you satisfied with the administration here?	1.000	1.000
Administration Intra-class Correlation		.976	.953

Table 10. Resident Satisfaction Survey Inter-rater Agreements

Domain	Item	Training (n=59)	Post-Training (n=83)
		Intra-class Correlation Coefficient	
Meals & Dining			
	Is the food here tasty?	.985	.988
	Are foods served at the right temperature?	.953	.990
	Can you get the foods you like?	.986	.971
	Do you get enough to eat?	1.000	1.000
	Overall, are you satisfied with the food here?	1.000	1.000
Meals & Dining Intra-class Correlation		.969	.865
Laundry			
	Do you get your clothes back from the laundry?	1.000	1.000
	Do your clothes come back from the laundry in good condition?	1.000	1.000
Laundry Intra-class Correlation		.907	.944
Resident Environment			
	Can you get outdoors when you want to (either with help or on your own)?	1.000	.993
	Is your room a comfortable temperature?	.981	1.000
	Can you find places to talk with your visitors in private?	1.000	1.000
	Is your room quiet enough?	1.000	1.000
	Are you satisfied with your room?	1.000	1.000
Resident Environment Intra-class Correlation		.952	.828
Facility Environment			
	Is this nursing home clean enough?	1.000	1.000
	Are your belongings safe here?	1.000	1.000
	Are you satisfied with the safety and security of this nursing home?	.969	1.000
Facility Environment Intra-class Correlation		.949	.648

Table 10. Resident Satisfaction Survey Inter-rater Agreements

Domain	Item	Training (n=59)	Post-Training (n=83)
		Intra-class Correlation Coefficient	
Overall Satisfaction			
	Do you get your medications on time?	.954	.982
	Is the staff here friendly?	.939	1.000
	Are the residents here friendly?	.973	.970
	Would you recommend this nursing home to a family member or friend?	.971	1.000
	Overall, do you like this nursing home?	.979	1.000
Overall Satisfaction Intra-class Correlation		.955	.672
Total Intra-class Correlation		.995	.956

* Not enough responses to calculate an intra-class correlation coefficient (question is for short-stay residents only).

Family Survey

Materials Used

The Family Satisfaction Survey was also a scannable form. VR mailed a survey, cover letter, and pre-paid business reply envelope to the primary responsible party of each resident whose contact information was provided by each nursing home. Reminder postcards were sent ten business days after the survey mailing to increase the participation rate of family members.

Sampling and Data Collection Process

Each of the 92 nursing homes in Rhode Island provided VR with the contact information for the primary responsible party of each resident at their nursing home. The family member or friend who was considered the primary responsible party was included on the mailing list. When there was more than one responsible party [for example, one family member who is the power of attorney (POA) for health care and another who is the POA for finances], included was the person who:

- attended the care conferences (in person or by phone)
- had the power of attorney for health care

- was notified of any change in the resident's health or functional status
- was the family member or friend knowledgeable enough to respond to the survey
- was the family member who tends to visit the nursing home most often

If the resident was his/her own POA but had an involved family member or friend, the contact information for the most involved person was included. The resident himself or herself did not complete the family survey.

Family surveys were mailed out the day that each nursing home was scheduled for resident interviews. The sample for the Family Survey was the number of addresses provided by each nursing home minus undeliverable surveys. Of 8,118 family surveys mailed, 258 were undeliverable (3.2%).

Data Quality Assessment

Statewide Response Rates

Resident Survey

At the 92 nursing homes, there were 9,350 beds and 8,667 skilled nursing residents for a statewide occupancy rate of 93%. Eighty-seven percent of the total number of residents was eligible to participate in the survey. A total of 4,105 residents were approached for an interview and 3,197 complete and incomplete interviews were conducted, resulting in a resident participation rate of 78%. The average number of complete interviews conducted in each nursing home was 33 (the minimum was eight and the maximum was 52). Table 11 contains a summary report of the resident survey.

Table 11. Resident Survey Data Summary Report Overview

	Population	Sample Size	Percentage
Participating Nursing Homes	92	92	100%
Total Residents (Census)	9,350 beds	8,667	93%
Eligible Residents	8,667 census	7,503	87%
Attempted Interviews	7,503 eligible	4,105	55%
Unsuccessful Interview Attempts	4,105 attempted	908	22%
Refused Interviews		178	4%
Unable to Respond to Questions		338	8%
Language Barrier		117	3%
Hospitalized or Ill		96	2%
Deceased		51	1%
Asleep (3 attempts)		45	1%
Discharged		36	< 1%
Other		47	1%
Interviews Started	4,105 attempted	3,197 started	78%
Incomplete Interviews	3,197 started	140	4%
Incomplete due to inability to respond		89	3%
Incomplete due to refusal to continue		20	< 1%
Incomplete due to fatigue		10	< 1%
Incomplete due to other reason		21	< 1%
Completed Interviews	3,197 started	3,057	96%

Interviewers noted a language barrier for three percent (n=117) of all 4,105 residents that were approached across nursing homes. The number of residents with a language barrier at each nursing home ranged from zero (n=52 nursing homes) to 13 (n=1 nursing home). Of 40 nursing homes with at least one resident with a language barrier, the percentage of eligible residents with a language barrier ranged from 0.44% to 21% for an average of 2.9%.

Family Survey

Over 4,000 family members completed surveys from Rhode Island’s 92 nursing homes. The number of surveys mailed was recorded for each nursing home and surveys that were returned as undeliverable were subtracted from that total. The average number of surveys completed in each nursing home was 44 (the minimum was four and the maximum was 152), and response rates ranged from 22% to 86%. The average response rate statewide was 52%. This response rate is higher than the response rate of 50% or greater that is generally considered adequate for analysis and reporting.

Table 12. Family Survey Data Summary Report Overview

Number of Surveys Mailed Minus Undeliverables	Surveys Completed	Response Rate
7,860	4,082	52%

Key Demographics

Resident Survey

Interviewed residents ranged in age from 22 to 107 years with an average of 83.3 years. Of interviewed residents, 24.8 percent were male and 75.2% female. The length of stay for interviewed residents ranged from newly admitted to 34 years with an average of 1.85 years. The majority of residents were White (78.8%), followed by unknown race/ethnicity (16.9%), Black/African American (2.7%), and Hispanic (1.1%).

Family Survey

The average age of participating responsible parties was 62.4 years, and the average age of the resident for whom they were responding was 85.4 years. The majority of respondents were White (95.6%) and English-speaking (96.3%). A total of 66.2% of respondents were female. The vast majority of respondents’ residents had lived in the nursing home for more than three months (93.9%). Most respondents visited their resident at least once a week (once a week: 20.8%; several times a week: 39.7%; daily: 20.5%). The most common relationship of respondents to residents was Son/Daughter (55.4%), followed by Spouse/Partner (10.2%), Niece/Nephew (9.7%), and Brother/Sister (8.8%).

Accuracy of the Results

The number of surveys to complete at each nursing home was required to meet a +/- 10% margin of error. The margin of error is a way of expressing whether the number of responses from each nursing home was large enough to capture the entire range of opinions to each question or whether there was too much uncertainty because of a small number of responses. The margin of error is based on a 95% confidence interval (meaning that we can be 95% confident about the +/- 10% accuracy of the results). Miami University statisticians developed an algorithm to determine the number of completed surveys required for the results to be considered representative of the population to a (+/-) 10% margin of error for small populations. (Bailer, A. J., & See, K., 2002). The formula adjusts for smaller nursing homes so that fewer interviews or surveys need to be completed to meet the margin of error requirement than would be required based on classical sampling theory. The formula is partly based on the variation in satisfaction scores expected across nursing homes to determine the number of interviews or surveys returned. Prior to the start of the 2006 Survey, the anticipated number of surveys to complete at each nursing home to meet the margin of error was calculated by using an estimated variation in satisfaction scores across nursing homes. Post-hoc analysis found that the variance in satisfaction scores was smaller and fewer surveys than anticipated were needed.

The margin of error for the Resident Survey was met in all nursing homes in Rhode Island. The margin of error for the Family Survey was met in all but seven nursing homes in Rhode Island. Table 13 shows for each nursing home for the family survey the number of mailed surveys minus undeliverables, completed surveys needed to meet the +/- 10% margin of error, and the number of surveys completed. Table 13 also shows for the resident survey the number of eligible residents, completed interviews needed to meet the +/- 10% margin of error, and the number of interviews completed.

Table 13. Completed Resident and Family Surveys by Nursing Home

	Family Survey			Resident Survey		
	Mailed Minus Undeliverable Surveys	Surveys Needed (Post-hoc)	Surveys Received	Eligible Residents	Interviews Needed (Post-hoc)	Completed Interviews
Alpine Nursing Home, Inc.	55	17	35	45	14	26
Avalon Nursing Home	25	10	12	23	8	16
Ballou Home For The Aged	39	15	28	39	14	24
Bannister House, Inc.	54	17	13	80	18	35
Bay Tower Nursing Center, Inc.	54	17	16	56	17	31
Bayberry Commons	104	22	47	77	18	36
Berkshire Place	149	24	52	121	21	44
Bethany Home Of Rhode Island	32	12	22	26	10	18
Brentwood Nursing Home	88	21	63	85	18	36
Briarcliffe Manor	108	22	44	77	18	34
Cedar Crest Nursing Centre, Inc.	142	24	57	136	22	44
Charlesgate Nursing Center	126	23	50	114	20	41
Cherry Hill Manor	160	23	69	149	22	46
Courtland Place Health Center, Inc.	79	19	38	70	17	33
Cra-Mar Meadows	38	15	27	34	12	22
Crestwood Nursing & Conv Home, Inc.	67	19	46	46	15	26
Eastgate Nursing & Recovery Center, Inc.	56	18	28	63	17	32

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	Family Survey			Resident Survey		
	Mailed Minus Undeliverable Surveys	Surveys Needed (Post-hoc)	Surveys Received	Eligible Residents	Interviews Needed (Post-hoc)	Completed Interviews
Elmhurst Extended Care Facility	181	25	78	152	21	45
Elmwood Health Center	23	9	5	48	15	27
Emerald Bay Manor	25	10	11	30	10	20
Epoch Senior Health Care On Blackstone Boulevard	20	7	10	46	15	26
Evergreen House Health Center	120	22	57	138	21	44
Forest Farm Health Care Center	37	14	15	36	13	23
Golden Crest Nursing Centre	124	23	60	118	20	42
Grace Barker Nursing Center, Inc.	81	20	42	67	17	33
Grand Islander Center	139	23	75	118	20	42
Grandview Center	69	19	43	62	17	31
Hallworth House	54	17	32	48	15	27
Harborside Healthcare Pawtuxet Rehabilitation & Nursing Center	100	21	47	95	20	40
Harborside/Greenwood Nursing & Rehabilitation Center	86	20	47	107	20	40
Harris Health Care Center-North	20	7	6	22	8	15
Harris Health Center, LLC	20	7	5	21	7	16

Table 13. Completed Resident and Family Surveys by Nursing Home

	Family Survey			Resident Survey		
	Mailed Minus Undeliverable Surveys	Surveys Needed (Post-hoc)	Surveys Received	Eligible Residents	Interviews Needed (Post-hoc)	Completed Interviews
Hattie Ide Chaffee Home	53	17	24	56	17	31
Haven Health Center Of Coventry	170	24	77	130	21	43
Haven Health Center Of Greenville	107	22	54	108	20	40
Haven Health Center Of Pawtucket	57	18	42	139	21	45
Haven Health Center Of Warren	49	17	20	53	16	29
Heatherwood Nursing & Subacute Center	84	20	34	92	20	38
Hebert Nursing Home, Inc.	117	22	66	106	20	41
Heritage Hills Nursing Centre	100	21	62	74	17	34
Hopkins Manor, Ltd.	196	25	81	164	22	46
Jeanne Jugan Residence - Little Sisters Of The Poor	43	16	37	39	14	24
Kent Regency Center/Genesis Eldercare	136	24	46	137	22	44
Kindred Heights Nursing & Rehabilitation Center	40	15	16	43	14	26
Linn Health Care Center	78	19	36	72	18	34
Mansion Nursing Home	46	16	20	46	15	28
Morgan Health Center	108	22	56	98	20	39
Mount St. Francis Health Center	130	23	63	122	21	42

Table 13. Completed Resident and Family Surveys by Nursing Home

	Family Survey			Resident Survey		
	Mailed Minus Undeliverable Surveys	Surveys Needed (Post-hoc)	Surveys Received	Eligible Residents	Interviews Needed (Post-hoc)	Completed Interviews
Mount St. Rita Health Centre	87	21	47	80	18	36
Nancy Ann Nursing Home, Inc.	19	8	15	12	4	8
North Bay Manor	58	18	28	55	16	29
Oak Hill Nursing And Rehabilitation Center	133	22	68	121	21	42
Oakland Grove Health Care Center	142	24	71	131	21	45
Orchard View Manor Nursing & Rehabilitation Center	168	24	94	164	22	49
Overlook Nursing & Rehabilitation Center	99	22	61	92	20	38
Park View Nursing Home	36	14	13	62	17	31
Pine Grove Health Center	52	17	26	53	16	29
Rhode Island Veterans Home	214	25	115	249	23	52
Riverview Healthcare Community	172	24	76	165	22	47
Roberts Health Centre, Inc.	58	18	36	51	15	28
Saint Elizabeth Home, East Greenwich	111	22	79	99	20	39
Saint Elizabeth Manor, East Bay	120	22	62	91	20	38
Sakonnet Bay Manor	18	8	10	21	7	15
Scalabrini Villa	116	22	79	101	20	40

Table 13. Completed Resident and Family Surveys by Nursing Home

	Family Survey			Resident Survey		
	Mailed Minus Undeliverable Surveys	Surveys Needed (Post-hoc)	Surveys Received	Eligible Residents	Interviews Needed (Post-hoc)	Completed Interviews
Scallop Shell Nursing & Rehabilitation Center, Inc.	71	19	60	59	17	32
Scandinavian Home, Inc.	70	19	45	64	17	32
Shady Acres, Inc.	50	16	25	40	14	24
Silver Creek Manor	116	22	56	111	20	41
South Bay Manor	35	14	17	37	13	23
South County Nursing & Subacute Center, Inc.	108	22	42	112	20	41
South Kingstown Nursing & Rehabilitation Center	99	22	54	91	20	39
St. Antoine Residence	247	26	152	226	23	50
St. Clare Home For The Aged	44	16	27	47	16	27
St. Joseph Hospital For Specialty Care	13	5	4	19	8	14
Steere House Nursing & Rehabilitation Center	118	22	72	73	18	34
Sunny View Nursing Home	50	16	36	38	14	24
The Clipper Home	51	16	34	54	16	30
The Friendly Home, Inc.	116	22	67	107	20	40
The Holiday Retirement Home, Inc.	165	24	108	156	22	46

Table 13. Completed Resident and Family Surveys by Nursing Home

	Family Survey			Resident Survey		
	Mailed Minus Undeliverable Surveys	Surveys Needed (Post-hoc)	Surveys Received	Eligible Residents	Interviews Needed (Post-hoc)	Completed Interviews
The John Clarke Retirement Center	58	18	26	57	17	30
Tockwotton Home	39	15	25	32	11	21
Village At Waterman Lake	18	8	11	18	7	13
Village House Convalescent Home, Inc.	79	19	43	77	18	34
Watch Hill Care & Rehabilitation	51	16	33	40	14	24
Waterview Villa, Inc.	118	22	55	97	20	38
West Shore Health Center	127	22	62	106	20	40
West View Health Care Center	115	22	76	111	20	41
Westerly Health Center	76	19	29	91	20	38
Westerly Nursing Home, Inc.	58	18	42	47	16	27
Woodland Convalescent Center, Inc.	31	12	12	32	11	21
Woodpecker Hill	39	15	25	34	12	23
Woonsocket Health Centre	106	22	50	152	21	45

Domain Confidence Intervals

Confidence intervals are analogous to the margin of error. The confidence interval provides a range in which a true score would be likely to fall if it were possible to obtain a survey response from the entire population. Confidence intervals for individual nursing homes will vary in width depending on (1) the number of responses received to the survey, and (2) the variation in the respondents' answers to specific questions in each of the domains of care. When large proportions of the population are sampled, computing a "correction factor" by which the standard error of the mean is multiplied by the proportion of the population that the sample represents can narrow the confidence interval. The confidence intervals in Table 14 were corrected and calculated at 95% for each domain and the total satisfaction score.

Table 14. Average Corrected Confidence Intervals by Domain

Domains	95% Corrected Confidence Interval	
	Resident Survey	Family Survey
Admissions	N/A*	0.0042
Social Service	0.0095	0.0032
Therapy	0.0147	0.0064
Activities	0.0038	0.0038
Choice	0.0032	0.0030
Direct Care	0.0032	0.0032
Professional Nurses	N/A*	0.0032
Administration	0.0038	0.0030
Meals & Dining	0.0043	0.0038
Laundry	0.0038	0.0055
Resident Environment	0.0030	0.0036
Facility Environment	0.0021	0.0042
Overall Satisfaction	0.0026	0.0033
Total Satisfaction	0.0026	0.0032

* Residents were not asked questions about admissions or about professional nurses.

Nursing Home Score Calculations

The following steps were followed in order to calculate the numerical scores reported to each nursing home. Scores for the Resident Survey and Family Survey were calculated separately.

Step 1. Numeric Conversion of Responses

All surveys for each nursing home were averaged together on every question for both the resident and family surveys. That is, for each question, scores were added together with a value of 4 for *yes, always*, 3 for *yes, sometimes*, 2, for *no, hardly ever*, and 1 for *no, never*. The total of those scores was divided by the number of people who provided a valid answer to the question. Those who left a question blank or who answered, “don’t know” were excluded from the calculation.

Step 2. Domain Score Calculation

To calculate a domain score, a respondent had to answer all or all but one of the questions in the domain. For each respondent, the converted values for the individual questions in each domain are averaged together to create a respondent level domain score. The respondent level domain scores are averaged together to create the nursing home level domain score.

Please refer to Appendix D for domain scores for all nursing homes.

Step 3. Total Score Calculation

For each respondent, the domain scores are averaged to create a respondent level total satisfaction score. The respondent level total satisfaction scores are then aggregated at the nursing home level to create each nursing home’s total score.

Step 4. Statewide Average Calculation

To calculate the statewide average, the nursing home level scores were averaged together for each domain. This ensured that each nursing home’s average scores have the same weight as every other nursing home, regardless of nursing home size.

An outside, private consultant, not affiliated with VR, Quality Partners, or HEALTH, was employed to verify the data analysis results (or scoring) for the surveys. A copy of the consultant’s letter of validation can be found in Appendix E.

Nursing Home Scores Converted to Diamond Ratings

Inclusion Criteria

The Public Report includes diamond ratings for all 92 nursing homes in Rhode Island. Data were screened for data entry errors, and in the case of the Resident Survey, data were also screened to make sure that only eligible residents were included.

Description of Diamond Ratings

Based on the distribution of scores from the 2005 pilot project, as well as a review of the most recent Hospital Patient Satisfaction Report for Rhode Island, a three level differentiation using diamond symbols was selected to portray any differences among nursing homes for the Public Report. The same calculations that were used to assign the diamond ratings in the Hospital Patient Satisfaction Report were applied to the 2006 nursing home data. The ratings were based on how each nursing home's score compared to the Rhode Island statewide average for each domain.

Table 15. Description of Diamond Ratings

◆◆◆	Three diamond symbols indicate with 95% confidence that for this domain or category, the nursing home's score was above the statewide average.
◆◆	Two diamond symbols indicate that for this domain, the nursing home's score was not statistically different from the state average.
◆	One diamond indicates with 95% confidence that for this domain the nursing home's score was below the statewide average.

The distribution of diamond ratings among nursing homes is different for each domain. Appendix F shows the distribution of diamond ratings among nursing homes for each domain for both the Resident and Family Satisfaction Survey.

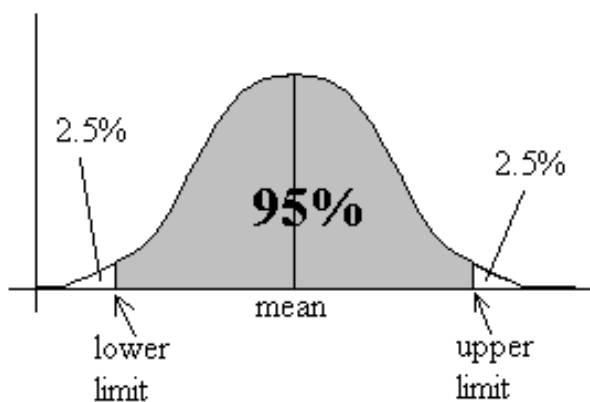
Standard Deviation

For each domain, the mean (average) was determined for the data set. The standard deviation for the data set was then calculated. The standard deviation is a statistic that tells us how tightly the results are clustered around the average. When the results are tightly bunched around the average, the standard deviation is small. When the results are more widespread, the standard deviation becomes larger. A standard deviation may be thought of as the average of the differences from the mean. One standard deviation away from the statewide average is an accepted practical difference. The diamond ratings used in the Public Report were determined by assessing how much each nursing home's score deviates from the statewide average for each domain.

Confidence Intervals

The standard deviation approach categorized actual results into three distinct groups based on where a nursing home's score fell within the distribution of all scores in the statewide database. The standard deviation approach was then enhanced by applying confidence intervals. The confidence interval provides a range in which a true score would be likely to fall if it were possible to obtain a survey response from the entire population of residents or family members. It indicates the likelihood that the difference between each nursing home's score and the statewide average score was real and could not just be caused by sampling error. Confidence intervals for individual nursing homes will vary depending on the number of respondents at each nursing home, and the variation in responses to specific questions. Typically, the larger the number of respondents, the smaller the expected confidence interval would be.

Confidence intervals were calculated at 95% for each domain for each nursing home. If the 95% confidence interval around a nursing home's score lies entirely above the statewide average score, there is a high degree of certainty (95%) that data from the entire nursing home population, not just a sample, would produce a score above the statewide average. If a nursing home's confidence interval overlaps the statewide average score it means that the nursing home's score may not be statistically different from the statewide average.



Diamond ratings were determined by the following rules:

1. If a nursing home score overlapped the statewide average (or, differed less than one standard deviation from the statewide average), it was assigned the two-diamond rating (◆◆).
2. If the nursing home's score differed from the statewide average by one or more standard deviations, the nursing home's 95% confidence interval for that particular domain was then applied.
 - If the nursing home's score was above the statewide average by one or more standard deviations and the 95% confidence interval did not overlap the statewide average, the nursing home score was assigned the three-diamond rating (◆◆◆).
 - If the nursing home's score was below the statewide average by one or more standard deviations and the 95% confidence interval did not overlap the statewide average, the nursing home score was assigned the one-diamond rating (◆).

- However, if the confidence interval overlapped the statewide average, the nursing home score was assigned the two-diamond rating (◆◆).

Comparison of each nursing home's score at the 95% confidence interval with a statewide average is an appropriate way of determining if the nursing home's score is statistically different from the statewide average. The intent of this project is to compare individual nursing home scores to the statewide average and **not** to each other.

Description of the 2005 Pilot Project

The first phase of the Rhode Island Nursing Home Satisfaction Survey was the pilot phase, which concluded in September 2005. The purpose of the pilot phase was three-fold: 1) to pilot the sampling and data collection methodology adapted from other statewide projects for use in Rhode Island and identify potential improvements in the process, 2) to provide baseline information for making decisions regarding the format of the public report, and 3) to provide nursing home providers time to embark upon quality improvement opportunities prior to public reporting. The results of the pilot phase were released to the individual nursing homes in 2005, and were not made available to HEALTH or to the public. Nursing homes have received comparison reports of their 2005 and 2006 results; however, only 2006 results were made available to the public.

Lessons Learned from the Pilot Project

VR received suggestions for improvement with processes and procedures from many different sources, including nursing homes, interviewers, family members, Quality Partners, and HEALTH. The suggestions related to five areas:

1. Logistics
2. Sampling
3. Survey content
4. Survey formatting
5. Interviewer training

Logistical changes that were made included the addition of hearing amplifiers to the training and interviewing process, as well as the forwarding of reports of potential abuse or neglect to the ombudsman in addition to forwarding those reports to HEALTH and the nursing homes. Suggestions related to sampling included interviewing all eligible residents and excluding more residents from the survey process. It was decided that the sampling plan would remain the same. Survey content changes included modifications to the family demographic page, the addition of a comment sheet to the family survey, adding a skip pattern to the Administration domain on the resident

survey, and the revision of several questions on both surveys. The two Laundry items were changed to positive wording on both the resident and family survey. The structure of the 2006 training was modified to spread didactic content over three days. In addition, more time was allowed for practicing the categorization of resident answers.

Report Format

VR contracted with the Margaret Blenkner Research Center to conduct a focus group with nursing home administrators, including some administrative staff, to assess the survey process and the utility of the nursing home report and User's Guide. Representatives from 12 nursing homes participated in the focus group. The participants reacted positively in general to their nursing home report and the accompanying User's Guide. They found the presentation and format to be fairly easy to follow and agreed that the statistics presented were adequate. Most agreed that the survey information was useful and provided benchmarks. Participants liked having overall results presented in a bar graph as a quick reference, but they also found the numeric results of each of the items, domains, and the frequencies useful. Respondents were satisfied with the report's format, presentation of data and information included. They also believed that the User's Guide was simple, concise and had relevant information.

Participants, in general, believed that the statewide survey was successful, that it provided useful information, set the standards for benchmarking a nursing home with the statewide average, had a good response rate considering the length of the survey, that it would provide on-going information that providers could use to guide quality improvement efforts and that they could examine changes in their satisfaction scores over time. Most importantly, the participants asked for clear and concise public reporting, and sufficient explanation so that readers would be able to understand the data being presented. They also believed that if findings were displayed on a website or publicly available in a report format, it should be dated so that consumers and providers could know when the data were collected.

Quality Improvement Opportunities

All nursing homes received a family and resident report with their individual results. Statewide averages, highs and lows were included in their report for easy comparison.

Quality Partners provided nursing homes with a Priority Index for their family results to guide quality improvement efforts by:

1. Calculating a nursing home-specific importance score for each domain (relation of each domain to overall satisfaction),

2. Ranking the importance of each domain to respondents from low (rank=1) to high,
3. Ranking the average satisfaction score for each domain from highest satisfaction (rank=1) to lowest,
4. Combining or summing the importance and average satisfaction score ranks together to form the priority index score, so that
5. Highest summed items were then those items of combined high importance and low satisfaction. These summed scores were then ranked, and it was suggested that nursing homes focus on the top three items (items of highest importance and lowest satisfaction, combined) within their priority index listing.

Contact Information

To Learn More About Nursing Homes in Rhode Island

If you would like to learn more about any of the nursing homes listed in this report, contact the Alliance for Better Long Term Care (the Ombudsman) at 401-785-3340, Rhode Island Health Care Association (telephone: 401-732-9333; web: www.rihca.com), or the Rhode Island Association of Homes and Services for the Aging (telephone: 401-490-7612; web: www.riafsa.org).

To Learn More About This Report

This report is available to everyone in Rhode Island. If you or someone you know would like a copy of this report, call the Rhode Island Department of Health at 401-222-2550 and ask for the 2006 Report of Resident and Family Satisfaction with Nursing Home Care in Rhode Island. Also, you can find this report at HEALTH's web pages at <http://www.health.ri.gov/chic/performance/nursinghome.php>.

Here are some ways to get additional information or help in understanding the 2006 Report of Resident and Family Satisfaction with Nursing Home Care in Rhode Island:

FOR...	CONTACT...
Information or questions about the contents of the public report	<ul style="list-style-type: none"> • Alliance for Better Long Term Care at 401-785-3340 • Rhode Island Health Care Association at 401-732-9333, or visit www.rihca.com • Rhode Island Association of Homes and Services for the Aging at 401-490-7612 or visit www.riafsa.org
Language translation help	There are many agencies in RI from which you can purchase translation services. For help identifying translating and interpreting services, contact the Office of Minority Health at 401-222-2901.
Information about the 1998 law on public reporting for health care facilities	<ul style="list-style-type: none"> • Department of Health at 401-222-2550 • Rhode Island State Government at www.rilin.state.ri.us/Statutes/Title23/23-17.17/Index.htm

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Appendix A

Resident Satisfaction Survey

SOCIAL SERVICES

NOW I'M GOING TO ASK YOU SOME QUESTIONS ABOUT THE SOCIAL WORKERS HERE.

YES Would you say yes, always or yes, sometimes?		NO Would you say no, hardly ever or no, never?		
ALWAYS	SOME-TIMES	HARDLY EVER	NEVER	DK/NA/NR
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

THERAPY

NOW I HAVE SOME QUESTIONS ABOUT THERAPY.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ACTIVITIES

NEXT I'D LIKE YOU TO THINK ABOUT THE ACTIVITIES THE NURSING HOME OFFERS TO ENTERTAIN YOU OR KEEP YOU INVOLVED.

ALWAYS	SOME-TIMES	HARDLY EVER	NEVER	DK/NA/NR
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(If respondent says DK/NA/NR, skip to question 12)				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CHOICE

I'D LIKE YOU TO THINK NOW ABOUT THE CHOICES YOU HAVE HERE.

ALWAYS	SOME-TIMES	HARDLY EVER	NEVER	DK/NA/NR
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DIRECT CARE and NURSING STAFF

THE NEXT QUESTIONS ARE ABOUT THE HELP YOU GET HERE.

- 19. Does a staff person check on you to see if you are comfortable? Yes or no? *(If asked: Ask if you need a blanket, if you need a drink, if you need a change in position?)*
- 20. During the week, is a staff person available to help you if you need it? Yes or no? *(If asked: Help getting dressed, getting things for you?)*
- 21. During the weekends, is a staff person available to help you if you need it? Yes or no? *(If asked: Help getting dressed, getting things for you?)*
- 22. During the evening and night, is a staff person available to help you if you need it? Yes or no?
- 23. Does the staff who take care of you know what you like and don't like? Yes or no?

	YES		NO		
	ALWAYS	SOME-TIMES	HARDLY EVER	NEVER	DK/NA/NR
	Would you say yes, always or yes, sometimes?	Would you say no, hardly ever or no, never?			
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NOW I'D LIKE YOU TO THINK ABOUT THE PEOPLE WHO PROVIDE MOST OF YOUR CARE HERE, THE NURSE AIDES OR NURSING ASSISTANTS.

- 24. Are the nurse aides gentle when they take care of you? Yes or no?
- 25. Do the nurse aides treat you with respect? Yes or no? *(If asked: By respect, I mean are the nurse aides polite, listen to what you say, care about your feelings?)*
- 26. Do the nurse aides spend enough time with you? Yes or no?
- 27. Overall, are you satisfied with the nurse aides who care for you? Yes or no?

	ALWAYS	SOME-TIMES	HARDLY EVER	NEVER	DK/NA/NR
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ADMINISTRATION

THE NEXT FEW QUESTIONS ARE ABOUT THE PEOPLE IN CHARGE. THEY ARE ALSO CALLED THE MANAGEMENT OR ADMINISTRATION.

- 28. Is the administration available to talk with you? Yes or no?
(If respondent says DK/NA/NR, skip to question 31)
- 29. Does the administration treat you with respect? Yes or no? *(If asked: By respect, I mean is the administration polite, listen to what you say, care about your feelings?)*
- 30. Overall, are you satisfied with the administration here? Yes or no?

	ALWAYS	SOME-TIMES	HARDLY EVER	NEVER	DK/NA/NR
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

MEALS AND DINING

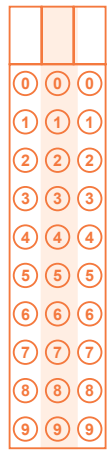
I WANT YOU TO THINK NOW ABOUT THE FOOD AND MEALTIME.

- 31. Is the food here tasty? Yes or no?
- 32. Are foods served at the right temperature *(cold foods cold, hot foods hot)*? Yes or no?
- 33. Can you get the foods you like? Yes or no?
- 34. Do you get enough to eat? Yes or no?
- 35. Overall, are you satisfied with the food here? Yes or no?

	ALWAYS	SOME-TIMES	HARDLY EVER	NEVER	DK/NA/NR
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appendix B

Family Satisfaction Survey



Family Satisfaction Survey

2006

MARKING INSTRUCTIONS

- Use a **No. 2 pencil** or a **blue or black ball-point pen** only.
 - **Do not use pens with ink that soaks through the paper.**
 - **Make solid marks that fill the circle completely.**
 - Any marks outside the circles make your form unusable.
 - Mark **only one** answer.
- CORRECT:** ●

MEANING OF RESPONSES:

Yes, always	You can count on something; it always happens or is always true.
Yes, sometimes:	It may not happen all of the time, but happens <u>very often</u> or is true very often.
No, hardly ever:	Something you really can't count on, or something that is almost never true.
No, never	Something that you can be sure won't happen, or something that is never true.
Don't Know/Doesn't apply	You don't know the answer to this question or the question does not apply.

	Yes, always	Yes, sometimes	No, hardly ever	No, never	Don't Know/ Doesn't apply to resident
Admissions	1. Did the staff provide <u>you</u> with adequate information about the different services in the nursing home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	2. Did the staff give <u>you</u> clear information about the cost of care / charges?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	3. Did the staff adequately address <u>your</u> questions about how to pay for care (private pay, Medicare, Medicaid)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	4. Overall, were <u>you</u> satisfied with the admission process?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PLEASE DO NOT WRITE IN THIS AREA



MEANING OF RESPONSES:

Yes, always	You can count on something; it always happens or is always true.
Yes, sometimes:	It may not happen all of the time, but happens very often or is true very often.
No, hardly ever:	Something you really can't count on, or something that is almost never true.
No, never	Something that you can be sure won't happen, or something that is never true.
Don't Know/Doesn't apply	You don't know the answer to this question or the question does not apply.

Family Satisfaction Survey		Yes, always	Yes, sometimes	No, hardly ever	No, never	Don't Know/ Doesn't apply to resident
Social Services	5. Does the social worker follow-up and respond quickly to <u>your</u> concerns?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	6. Does the social worker treat <u>you</u> with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	7. Overall, are <u>you</u> satisfied with the quality of the social workers in the nursing home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Therapy	8. Does the physical therapist spend enough time with the resident?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	9. Does the occupational therapist spend enough time with the resident?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Activities	10. Does the resident have enough to do in the nursing home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	11. Are the nursing home activities things that the resident likes to do?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	12. Is the resident satisfied with the religious services in the nursing home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	13. Does the activities staff treat the resident with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	14. Overall, are <u>you</u> satisfied with the activities in the nursing home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Choice	15. Can the resident go to bed when he/she likes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	16. Can the resident choose the clothes that he/she wears?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

MEANING OF RESPONSES:

Yes, always	You can count on something; it always happens or is always true.
Yes, sometimes:	It may not happen all of the time, but happens very often or is true very often.
No, hardly ever:	Something you really can't count on, or something that is almost never true.
No, never	Something that you can be sure won't happen, or something that is never true.
Don't Know/Doesn't apply	You don't know the answer to this question or the question does not apply.

Family Satisfaction Survey		Yes, always	Yes, sometimes	No, hardly ever	No, never	Don't Know/ Doesn't apply to resident
Choice	17. Can the resident bring in belongings that make his/her room feel homelike?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	18. Does the staff leave the resident alone if he/she doesn't want to do anything?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	19. Does the staff let the resident do the things he/she wants to do for himself/herself?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Direct Care (and Nurse Aides)	20. Does a staff person check on the resident to see if he/she is comfortable (ask if he/she needs a blanket, needs a drink, needs a change in position)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	21. During <u>the week</u> , is a staff person available to help the resident if he/she needs it (help getting dressed, help getting things)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	22. During <u>the weekend</u> , is a staff person available to help the resident if he/she needs it (help getting dressed, help getting things)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	23. During <u>the evening and night</u> , is a staff person available to help the resident if he/she needs it (get a blanket, get a drink, needs a change in position)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PLEASE DO NOT WRITE IN THIS AREA



MEANING OF RESPONSES:

Yes, always	You can count on something; it always happens or is always true.
Yes, sometimes:	It may not happen all of the time, but happens <u>very often</u> or is true very often.
No, hardly ever:	Something you really can't count on, or something that is almost never true.
No, never	Something that you can be sure won't happen, or something that is never true.
Don't Know/Doesn't apply	You don't know the answer to this question or the question does not apply.

Family Satisfaction Survey		Yes, always	Yes, sometimes	No, hardly ever	No, never	Don't Know/ Doesn't apply to resident
Direct Care (and Nurse Aides)	24. Are the nurse aides gentle when they take care of the resident?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	25. Do the nurse aides treat the resident with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	26. Do the aides spend enough time taking care of the resident?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	27. Overall, are <u>you</u> satisfied with the nurse aides who care for the resident?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional Nurses	28. Do the Registered Nurses and Licensed Practical Nurses (RNs and LPNs) follow-up and respond quickly to <u>your</u> concerns?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	29. Overall, are <u>you</u> satisfied with the quality of the RNs and LPNs in the nursing home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administration	30. Is the administration available to talk with <u>you</u> ? (If you answered "Don't Know/Doesn't apply to resident, please skip to question 33)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	31. Does the administration treat <u>you</u> with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	32. Overall, are <u>you</u> satisfied with the administration here?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

MEANING OF RESPONSES:

Yes, always	You can count on something; it always happens or is always true.
Yes, sometimes:	It may not happen all of the time, but happens <u>very often</u> or is true very often.
No, hardly ever:	Something you really can't count on, or something that is almost never true.
No, never	Something that you can be sure won't happen, or something that is never true.
Don't Know/Doesn't apply	You don't know the answer to this question or the question does not apply.

Family Satisfaction Survey		Yes, always	Yes, sometimes	No, hardly ever	No, never	Don't Know/ Doesn't apply to resident
Meals & Dining	33. Does the resident think that the food is tasty?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	34. Are foods served at the right temperature (cold foods cold, hot foods hot)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	35. Can the resident get the foods he/she likes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	36. Does the resident get enough to eat?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	37. Overall, are <u>you</u> satisfied with the food in the nursing home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laundry	38. Does the resident get his/her clothes back from the laundry? (<i>If you answered "Don't Know/Doesn't apply to resident, please skip to question 40)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	39. Do the resident's clothes come back from the laundry in good condition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment	40. Can the resident get outdoors when he/she wants to (either with help or on his/her own)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	41. Can <u>you</u> find places to talk with the resident in private?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	42. Is the resident's room quiet enough?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	43. Are the public areas in the nursing home quiet enough (public areas: dining room, hallways)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	44. Are <u>you</u> satisfied with the resident's room?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

MEANING OF RESPONSES:

Yes, always	You can count on something; it always happens or is always true.
Yes, sometimes:	It may not happen all of the time, but happens <u>very often</u> or is true very often.
No, hardly ever:	Something you really can't count on, or something that is almost never true.
No, never	Something that you can be sure won't happen, or something that is never true.
Don't Know/Doesn't apply	You don't know the answer to this question or the question does not apply.

Family Satisfaction Survey		Yes, always	Yes, sometimes	No, hardly ever	No, never	Don't Know/ Doesn't apply to resident
Environment	45. Does the nursing home seem homelike?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	46. Is the nursing home clean enough?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	47. Are the resident's belongings safe in the nursing home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	48. Are <u>you</u> satisfied with the safety and security of this nursing home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

General Questions	49. Is the staff here friendly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	50. Are your telephone calls handled in an efficient manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	51. Do <u>you</u> get adequate information from the staff about the resident's medical condition and treatment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	52. Do the residents look well-groomed and cared for?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	53. Are <u>you</u> satisfied with the medical care in the nursing home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	54. Would <u>you</u> recommend this nursing home to a family member or friend?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	55. Overall, do you like this nursing home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PLEASE DO NOT WRITE IN THIS AREA



Family Satisfaction Survey

Background Information

The following information will be used to help us understand more about the family and friends served by the nursing home. This information is analyzed separately from your survey responses and cannot be used to identify you or the resident.

Please follow the example to record answers for questions 1 and 2:

Example:
87 years old

AGE		
0	8	7
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1. How old is the resident (years)?

AGE		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. How old are you (years)?

AGE		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Are you Hispanic/Latino?

- Yes
- No

4. What is your race? (Mark only one.)

- American Indian/Alaskan Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- White
- Other

5. What is your primary language?

- English
- Spanish
- Portuguese
- French
- Other (please specify): _____

6. Mark gender for both the resident and you:

Resident:	You:
<input type="radio"/> Male	<input type="radio"/>
<input type="radio"/> Female	<input type="radio"/>

7. Do you expect the resident's total stay in the nursing home to be:

(Please try to answer to the best of your ability. Select the category closest to your expectation.)

- Less than 1 month
- From 1 to 3 months
- Greater than 3 months

8. On average, how often do you visit the resident? (Mark only one.)

- Daily
- Several times a week
- Once a week
- Two or three times a month
- Once a month
- Few times a year

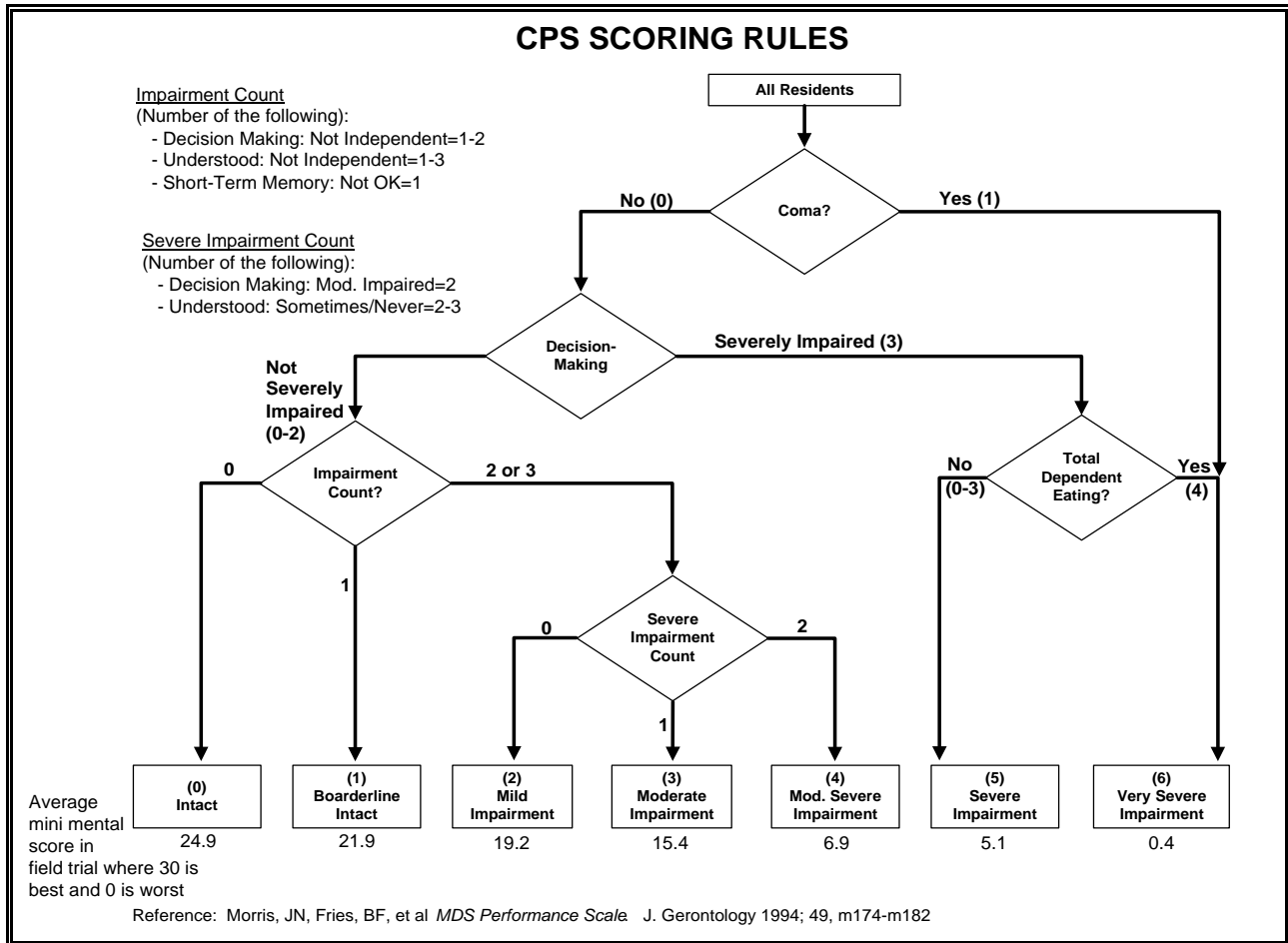
9. What is your relationship to the resident? (Mark only one.)

- Spouse/Partner
- Son/daughter
- Grandchild
- Niece/Nephew
- Son-in-law/daughter-in-law
- Brother/sister
- Friend
- Parent
- Guardian
- Other

Appendix C

Cognitive Performance Scale Scoring Rules

Cognitive Performance Scale (CPS) Scoring Rules



The CPS scale is used in the RUG-III Classification system to measure a resident’s cognitive performance. The RUG-III Classification system uses the CPS scale to identify residents who demonstrate moderate to severe cognitive impairment as a basis for classification in the Impaired Cognition RUG-III groups.

Appendix D

Nursing Home Domain Scores

- Admissions Domain -		(Residents were not asked questions about the admissions process.)		
	Family Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Alpine Nursing Home, Inc.	32	3.86	0.34	0.12
Avalon Nursing Home	10	3.78	0.43	0.27
Ballou Home For The Aged	28	3.70	0.43	0.16
Bannister House, Inc.	9	3.69	0.56	0.36
Bay Tower Nursing Center, Inc.	15	3.12	1.01	0.51
Bayberry Commons	42	3.67	0.38	0.11
Berkshire Place	46	3.58	0.62	0.18
Bethany Home Of Rhode Island	22	3.68	0.50	0.21
Brentwood Nursing Home	62	3.83	0.38	0.09
Briarcliffe Manor	43	3.51	0.67	0.20
Cedar Crest Nursing Centre, Inc.	53	3.38	0.76	0.21
Charlesgate Nursing Center	44	3.39	0.89	0.26
Cherry Hill Manor	67	3.41	0.78	0.19
Courtland Place Health Center, Inc.	38	3.48	0.68	0.22
Cra-Mar Meadows	27	3.87	0.24	0.09
Crestwood Nursing & Conv Home, Inc.	44	3.89	0.24	0.07
Eastgate Nursing & Recovery Center, Inc.	27	3.56	0.54	0.20
Elmhurst Extended Care Facility	71	3.55	0.66	0.15
Elmwood Health Center	5	3.15	0.86	0.75
Emerald Bay Manor	10	3.71	0.43	0.27

- Admissions Domain -		(Residents were not asked questions about the admissions process.)		
	Family Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Epoch Senior Health Care On Blackstone Boulevard	10	3.55	0.42	0.26
Evergreen House Health Center	48	3.50	0.62	0.18
Forest Farm Health Care Center	15	3.88	0.31	0.16
Golden Crest Nursing Centre	59	3.56	0.56	0.14
Grace Barker Nursing Center, Inc.	41	3.76	0.45	0.14
Grand Islander Center	74	3.69	0.51	0.12
Grandview Center	43	3.80	0.37	0.11
Hallworth House	31	3.87	0.22	0.08
Harborside Healthcare Pawtuxet Rehabilitation & Nursing Center	46	3.45	0.88	0.25
Harborside/Greenwood Nursing & Rehabilitation Center	43	3.45	0.59	0.18
Harris Health Care Center-North	6	3.71	0.71	0.57
Harris Health Center, Llc	5	3.80	0.45	0.39
Hattie Ide Chaffee Home	21	3.89	0.24	0.10
Haven Health Center Of Coventry	68	3.58	0.51	0.12
Haven Health Center Of Greenville	44	3.50	0.60	0.18
Haven Health Center Of Pawtucket	36	3.62	0.49	0.16
Haven Health Center Of Warren	20	3.16	0.88	0.39
Heatherwood Nursing & Subacute Center	33	3.35	0.79	0.27

- Admissions Domain -		(Residents were not asked questions about the admissions process.)		
	Family Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Hebert Nursing Home, Inc.	60	3.74	0.51	0.13
Heritage Hills Nursing Centre	57	3.71	0.48	0.12
Hopkins Manor, Ltd.	78	3.68	0.50	0.11
Jeanne Jugan Residence - Little Sisters Of The Poor	35	3.97	0.13	0.04
Kent Regency Center/Genesis Eldercare	43	3.65	0.61	0.18
Kindred Heights Nursing & Rehabilitation Center	10	3.70	0.39	0.24
Linn Health Care Center	36	3.54	0.52	0.17
Mansion Nursing Home	18	3.40	0.83	0.38
Morgan Health Center	51	3.62	0.49	0.13
Mount St. Francis Health Center	58	3.52	0.62	0.16
Mount St. Rita Health Centre	34	3.83	0.31	0.10
Nancy Ann Nursing Home, Inc.	14	3.82	0.35	0.18
North Bay Manor	28	3.54	0.60	0.22
Oak Hill Nursing And Rehabilitation Center	63	3.53	0.64	0.16
Oakland Grove Health Care Center	68	3.54	0.63	0.15
Orchard View Manor Nursing & Rehabilitation Center	91	3.70	0.48	0.10
Overlook Nursing & Rehabilitation Center	60	3.93	0.17	0.04

- Admissions Domain -		(Residents were not asked questions about the admissions process.)		
	Family Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Park View Nursing Home	8	3.91	0.27	0.18
Pine Grove Health Center	23	3.58	0.49	0.20
Rhode Island Veterans Home	110	3.72	0.55	0.10
Riverview Healthcare Community	70	3.49	0.71	0.17
Roberts Health Centre, Inc.	33	3.84	0.42	0.14
Saint Elizabeth Home, East Greenwich	79	3.83	0.44	0.10
Saint Elizabeth Manor, East Bay	60	3.65	0.55	0.14
Sakonnet Bay Manor	10	3.65	0.41	0.26
Scalabrini Villa	73	3.86	0.30	0.07
Scallop Shell Nursing & Rehabilitation Center, Inc.	56	3.94	0.18	0.05
Scandinavian Home, Inc.	44	3.73	0.55	0.16
Shady Acres, Inc.	24	3.72	0.66	0.26
Silver Creek Manor	50	3.81	0.36	0.10
South Bay Manor	17	3.80	0.30	0.14
South County Nursing & Subacute Center, Inc.	41	3.63	0.52	0.16
South Kingstown Nursing & Rehabilitation Center	52	3.75	0.38	0.10
St. Antoine Residence	139	3.89	0.25	0.04
St. Clare Home For The Aged	26	3.96	0.14	0.05
St. Joseph Hospital For Specialty Care	3	3.28	0.75	0.85

- Admissions Domain -		(Residents were not asked questions about the admissions process.)		
	Family Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Steere House Nursing & Rehabilitation Center	67	3.65	0.53	0.13
Sunny View Nursing Home	34	3.82	0.41	0.14
The Clipper Home	33	3.77	0.56	0.19
The Friendly Home, Inc.	65	3.68	0.57	0.14
The Holiday Retirement Home, Inc.	107	3.86	0.37	0.07
The John Clarke Retirement Center	25	3.77	0.33	0.13
Tockwotton Home	25	3.80	0.60	0.24
Village At Waterman Lake	11	3.70	0.51	0.30
Village House Convalescent Home, Inc.	40	3.84	0.33	0.10
Watch Hill Care & Rehabilitation	33	3.75	0.46	0.16
Waterview Villa, Inc.	54	3.82	0.36	0.10
West Shore Health Center	56	3.46	0.70	0.18
West View Health Care Center	71	3.82	0.36	0.08
Westerly Health Center	28	3.49	0.49	0.18
Westerly Nursing Home, Inc.	40	3.86	0.38	0.12
Woodland Convalescent Center, Inc.	8	3.21	0.91	0.63
Woodpecker Hill	21	3.82	0.41	0.18
Woonsocket Health Centre	46	3.23	0.82	0.24

- Social Services Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Alpine Nursing Home, Inc.	21	3.79	0.39	0.17	1	4.00		
Avalon Nursing Home	4	4.00	0.00	0.00	1	3.00		
Ballou Home For The Aged	28	3.80	0.42	0.16	0			
Bannister House, Inc.	12	3.94	0.13	0.07	10	3.60	0.52	0.32
Bay Tower Nursing Center, Inc.	16	3.40	0.88	0.43	4	3.42	0.96	0.94
Bayberry Commons	43	3.70	0.49	0.15	0			
Berkshire Place	45	3.63	0.58	0.17	6	3.22	0.83	0.66
Bethany Home Of Rhode Island	20	3.78	0.42	0.19	0			
Brentwood Nursing Home	37	3.89	0.27	0.09	6	3.64	0.37	0.30
Briarcliffe Manor	38	3.60	0.58	0.19	2	3.83	0.24	0.33
Cedar Crest Nursing Centre, Inc.	47	3.56	0.73	0.21	24	3.26	1.22	0.49
Charlesgate Nursing Center	41	3.83	0.33	0.10	0			
Cherry Hill Manor	60	3.44	0.77	0.19	8	3.88	0.25	0.17
Courtland Place Health Center, Inc.	38	3.56	0.58	0.18	4	3.42	0.74	0.72
Cra-Mar Meadows	13	3.74	0.53	0.29	0			
Crestwood Nursing & Conv Home, Inc.	44	3.89	0.30	0.09	1	4.00		
Eastgate Nursing & Recovery Center, Inc.	28	3.82	0.36	0.13	2	4.00	0.00	0.00
Elmhurst Extended Care Facility	72	3.75	0.37	0.09	6	3.53	1.00	0.80
Elmwood Health Center	5	3.73	0.43	0.38	1	3.67		
Emerald Bay Manor	9	3.50	0.44	0.29	1	4.00		

- Social Services Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Epoch Senior Health Care On Blackstone Boulevard	7	3.71	0.36	0.26	13	3.94	0.16	0.09
Evergreen House Health Center	55	3.53	0.71	0.19	12	3.39	1.09	0.62
Forest Farm Health Care Center	13	3.97	0.09	0.05	8	3.79	0.47	0.33
Golden Crest Nursing Centre	50	3.75	0.54	0.15	2	4.00	0.00	0.00
Grace Barker Nursing Center, Inc.	40	3.81	0.35	0.11	1	4.00		
Grand Islander Center	72	3.75	0.40	0.09	5	3.87	0.30	0.26
Grandview Center	38	3.95	0.20	0.06	1	4.00		
Hallworth House	29	3.74	0.44	0.16	6	3.39	0.46	0.36
Harborside Healthcare Pawtuxet Rehabilitation & Nursing Center	43	3.72	0.56	0.17	9	3.89	0.17	0.11
Harborside/Greenwood Nursing & Rehabilitation Center	40	3.66	0.47	0.15	5	3.87	0.18	0.16
Harris Health Care Center-North	5	3.93	0.15	0.13	1	3.00		
Harris Health Center, Llc	5	3.80	0.45	0.39	2	3.67	0.47	0.65
Hattie Ide Chaffee Home	22	3.74	0.38	0.16	4	4.00	0.00	0.00
Haven Health Center Of Coventry	73	3.65	0.54	0.12	7	3.86	0.26	0.19
Haven Health Center Of Greenville	51	3.68	0.53	0.15	3	3.67	0.33	0.38
Haven Health Center Of Pawtucket	38	3.60	0.54	0.17	10	3.55	0.75	0.47
Haven Health Center Of Warren	17	3.56	0.57	0.27	4	3.50	1.00	0.98
Heatherwood Nursing & Subacute Center	30	3.46	0.76	0.27	6	3.56	0.50	0.40

- Social Services Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Hebert Nursing Home, Inc.	64	3.90	0.24	0.06	2	4.00	0.00	0.00
Heritage Hills Nursing Centre	55	3.67	0.57	0.15	4	3.25	0.96	0.94
Hopkins Manor, Ltd.	77	3.81	0.48	0.11	3	4.00	0.00	0.00
Jeanne Jugan Residence - Little Sisters Of The Poor	35	3.96	0.18	0.06	0			
Kent Regency Center/Genesis Eldercare	45	3.63	0.53	0.15	12	3.85	0.43	0.25
Kindred Heights Nursing & Rehabilitation Center	12	3.42	0.77	0.43	1	4.00		
Linn Health Care Center	34	3.47	0.62	0.21	3	4.00	0.00	0.00
Mansion Nursing Home	16	3.81	0.40	0.20	0			
Morgan Health Center	54	3.86	0.25	0.07	3	3.67	0.58	0.65
Mount St. Francis Health Center	61	3.66	0.45	0.11	4	3.67	0.67	0.65
Mount St. Rita Health Centre	40	3.82	0.41	0.13	2	4.00	0.00	0.00
Nancy Ann Nursing Home, Inc.	13	3.74	0.83	0.45	0			
North Bay Manor	23	3.48	0.56	0.23	0			
Oak Hill Nursing And Rehabilitation Center	66	3.66	0.55	0.13	4	3.58	0.50	0.49
Oakland Grove Health Care Center	63	3.61	0.58	0.14	0			
Orchard View Manor Nursing & Rehabilitation Center	80	3.79	0.44	0.10	7	3.88	0.21	0.15
Overlook Nursing & Rehabilitation Center	56	3.95	0.17	0.05	0			

- Social Services Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Park View Nursing Home	11	3.94	0.20	0.12	2	2.50	2.12	2.94
Pine Grove Health Center	24	3.67	0.54	0.22	5	4.00	0.00	0.00
Rhode Island Veterans Home	100	3.76	0.49	0.10	3	4.00	0.00	0.00
Riverview Healthcare Community	65	3.73	0.54	0.13	5	3.47	0.30	0.26
Roberts Health Centre, Inc.	26	3.86	0.34	0.13	1	3.33		
Saint Elizabeth Home, East Greenwich	77	3.90	0.24	0.05	2	4.00	0.00	0.00
Saint Elizabeth Manor, East Bay	58	3.75	0.42	0.11	4	3.75	0.50	0.49
Sakonnet Bay Manor	4	3.75	0.32	0.31	2	3.83	0.24	0.33
Scalabrini Villa	73	3.80	0.40	0.09	1	3.67		
Scallop Shell Nursing & Rehabilitation Center, Inc.	55	3.95	0.16	0.04	2	3.33	0.47	0.65
Scandinavian Home, Inc.	43	3.87	0.27	0.08	1	4.00		
Shady Acres, Inc.	17	3.47	1.01	0.48	0			
Silver Creek Manor	55	3.72	0.56	0.15	5	3.87	0.18	0.16
South Bay Manor	11	3.79	0.31	0.18	0			
South County Nursing & Subacute Center, Inc.	42	3.77	0.41	0.12	4	3.63	0.75	0.74
South Kingstown Nursing & Rehabilitation Center	51	3.82	0.41	0.11	5	3.60	0.55	0.48
St. Antoine Residence	141	3.93	0.21	0.04	2	3.67	0.47	0.65
St. Clare Home For The Aged	24	4.00	0.00	0.00	0			
St. Joseph Hospital For Specialty Care	4	3.83	0.33	0.33	10	3.90	0.16	0.10

- Social Services Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Steere House Nursing & Rehabilitation Center	68	3.68	0.60	0.14	5	4.00	0.00	0.00
Sunny View Nursing Home	14	3.95	0.18	0.09	0			
The Clipper Home	30	3.80	0.38	0.14	3	3.44	0.96	1.09
The Friendly Home, Inc.	48	3.79	0.54	0.15	1	3.67		
The Holiday Retirement Home, Inc.	103	3.85	0.36	0.07	1	4.00		
The John Clarke Retirement Center	24	3.82	0.26	0.10	4	3.88	0.25	0.25
Tockwotton Home	24	3.81	0.58	0.23	0			
Village At Waterman Lake	9	3.59	0.98	0.64	0			
Village House Convalescent Home, Inc.	40	3.92	0.27	0.08	3	3.78	0.38	0.44
Watch Hill Care & Rehabilitation	31	3.85	0.30	0.10	2	2.33	0.47	0.65
Waterview Villa, Inc.	47	3.66	0.63	0.18	2	3.83	0.24	0.33
West Shore Health Center	50	3.70	0.53	0.15	2	4.00	0.00	0.00
West View Health Care Center	69	3.82	0.43	0.10	4	3.67	0.47	0.46
Westerly Health Center	28	3.81	0.41	0.15	2	4.00	0.00	0.00
Westerly Nursing Home, Inc.	38	3.89	0.21	0.07	1	3.00		
Woodland Convalescent Center, Inc.	6	3.33	1.21	0.97	0			
Woodpecker Hill	20	3.77	0.52	0.23	1	4.00		
Woonsocket Health Centre	48	3.49	0.71	0.20	2	3.33	0.47	0.65

- Therapy Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Alpine Nursing Home, Inc.	18	3.61	0.70	0.32	1	3.50		
Avalon Nursing Home	6	2.75	1.08	0.87	1	3.50		
Ballou Home For The Aged	15	3.57	0.50	0.25	1	4.00		
Bannister House, Inc.	6	2.92	1.02	0.82	9	2.67	1.22	0.80
Bay Tower Nursing Center, Inc.	8	2.50	1.31	0.91	3	3.33	0.58	0.65
Bayberry Commons	32	3.27	0.81	0.28	0			
Berkshire Place	30	3.13	0.96	0.35	7	2.00	1.32	0.98
Bethany Home Of Rhode Island	10	2.95	0.90	0.56	0			
Brentwood Nursing Home	40	3.41	0.86	0.27	6	3.67	0.52	0.41
Briarcliffe Manor	25	3.22	0.74	0.29	3	3.33	0.58	0.65
Cedar Crest Nursing Centre, Inc.	40	3.48	0.77	0.24	25	3.70	0.79	0.31
Charlesgate Nursing Center	30	3.17	0.95	0.34	0			
Cherry Hill Manor	47	3.11	1.01	0.29	8	3.88	0.35	0.25
Courtland Place Health Center, Inc.	21	3.05	0.99	0.42	4	3.25	0.96	0.94
Cra-Mar Meadows	9	3.39	0.86	0.56	0			
Crestwood Nursing & Conv Home, Inc.	17	3.06	1.09	0.52	1	4.00		
Eastgate Nursing & Recovery Center, Inc.	16	3.09	1.00	0.49	3	3.50	0.50	0.57
Elmhurst Extended Care Facility	31	3.45	0.95	0.34	6	3.42	0.66	0.53
Elmwood Health Center	3	2.83	1.61	1.82	1	4.00		
Emerald Bay Manor	5	3.10	1.02	0.90	1	3.00		

- Therapy Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Epoch Senior Health Care On Blackstone Boulevard	6	2.33	1.21	0.97	10	3.75	0.54	0.33
Evergreen House Health Center	40	3.20	0.87	0.27	11	3.55	0.93	0.55
Forest Farm Health Care Center	8	3.88	0.35	0.25	8	3.63	0.74	0.52
Golden Crest Nursing Centre	43	2.78	0.97	0.29	6	3.33	0.75	0.60
Grace Barker Nursing Center, Inc.	21	3.21	0.80	0.34	1	4.00		
Grand Islander Center	50	3.42	0.81	0.22	10	3.90	0.32	0.20
Grandview Center	27	3.13	1.14	0.43	2	3.50	0.71	0.98
Hallworth House	14	3.46	0.63	0.33	8	3.13	0.95	0.66
Harborside Healthcare Pawtuxet Rehabilitation & Nursing Center	34	3.12	1.00	0.34	8	4.00	0.00	0.00
Harborside/Greenwood Nursing & Rehabilitation Center	28	3.14	1.08	0.40	4	4.00	0.00	0.00
Harris Health Care Center-North	3	4.00	0.00	0.00	3	3.33	1.15	1.31
Harris Health Center, Llc	4	3.25	0.50	0.49	2	3.50	0.71	0.98
Hattie Ide Chaffee Home	13	3.31	0.60	0.32	5	4.00	0.00	0.00
Haven Health Center Of Coventry	40	2.91	1.07	0.33	8	4.00	0.00	0.00
Haven Health Center Of Greenville	29	3.09	1.02	0.37	4	3.50	1.00	0.98
Haven Health Center Of Pawtucket	24	3.10	0.85	0.34	6	3.50	0.84	0.67
Haven Health Center Of Warren	13	2.92	0.95	0.52	4	3.50	1.00	0.98
Heatherwood Nursing & Subacute Center	27	3.19	0.89	0.34	7	4.00	0.00	0.00

- Therapy Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Hebert Nursing Home, Inc.	37	3.27	0.95	0.31	3	3.67	0.58	0.65
Heritage Hills Nursing Centre	37	3.31	1.00	0.32	6	3.58	0.49	0.39
Hopkins Manor, Ltd.	49	3.46	0.71	0.20	4	3.50	1.00	0.98
Jeanne Jugan Residence - Little Sisters Of The Poor	24	3.96	0.20	0.08	0			
Kent Regency Center/Genesis Eldercare	34	3.38	0.91	0.31	11	3.91	0.30	0.18
Kindred Heights Nursing & Rehabilitation Center	8	3.38	0.79	0.55	2	3.50	0.71	0.98
Linn Health Care Center	23	3.33	0.76	0.31	4	3.75	0.50	0.49
Mansion Nursing Home	8	2.75	1.28	0.89	1	4.00		
Morgan Health Center	34	2.84	1.06	0.36	5	2.80	1.10	0.96
Mount St. Francis Health Center	38	3.26	0.75	0.24	5	3.60	0.55	0.48
Mount St. Rita Health Centre	26	3.23	0.72	0.28	3	3.00	1.73	1.96
Nancy Ann Nursing Home, Inc.	5	3.40	0.55	0.48	0			
North Bay Manor	15	2.83	0.98	0.49	0			
Oak Hill Nursing And Rehabilitation Center	40	3.28	0.91	0.28	5	3.80	0.45	0.39
Oakland Grove Health Care Center	39	3.04	0.76	0.24	2	3.50	0.71	0.98
Orchard View Manor Nursing & Rehabilitation Center	57	3.29	0.78	0.20	11	3.86	0.32	0.19
Overlook Nursing & Rehabilitation Center	42	3.65	0.57	0.17	2	4.00	0.00	0.00

- Therapy Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Park View Nursing Home	6	3.58	0.66	0.53	2	1.00	0.00	0.00
Pine Grove Health Center	17	3.03	0.70	0.33	7	3.43	1.13	0.84
Rhode Island Veterans Home	56	3.16	0.88	0.23	4	4.00	0.00	0.00
Riverview Healthcare Community	39	2.77	0.94	0.30	6	3.83	0.41	0.33
Roberts Health Centre, Inc.	25	3.68	0.75	0.29	1	4.00		
Saint Elizabeth Home, East Greenwich	36	3.50	0.73	0.24	2	4.00	0.00	0.00
Saint Elizabeth Manor, East Bay	25	3.06	0.91	0.35	4	4.00	0.00	0.00
Sakonnet Bay Manor	3	3.17	1.44	1.63	0			
Scalabrini Villa	43	3.41	0.76	0.23	0			
Scallop Shell Nursing & Rehabilitation Center, Inc.	42	3.48	0.83	0.25	2	4.00	0.00	0.00
Scandinavian Home, Inc.	26	3.33	0.81	0.31	1	4.00		
Shady Acres, Inc.	12	3.17	1.11	0.63	0			
Silver Creek Manor	36	3.43	0.83	0.27	5	3.60	0.22	0.20
South Bay Manor	9	3.28	0.67	0.44	1	3.00		
South County Nursing & Subacute Center, Inc.	29	3.45	0.69	0.25	5	3.70	0.45	0.39
South Kingstown Nursing & Rehabilitation Center	31	3.15	0.87	0.31	4	2.38	1.11	1.09
St. Antoine Residence	84	3.53	0.66	0.14	2	4.00	0.00	0.00
St. Clare Home For The Aged	16	3.63	0.62	0.30	0			
St. Joseph Hospital For Specialty Care	4	3.75	0.50	0.49	13	3.96	0.14	0.08

- Therapy Domain -								
	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Steere House Nursing & Rehabilitation Center	33	3.21	0.95	0.32	7	3.57	0.53	0.40
Sunny View Nursing Home	14	3.57	0.65	0.34	0			
The Clipper Home	25	3.18	0.92	0.36	4	3.00	1.15	1.13
The Friendly Home, Inc.	54	3.44	0.89	0.24	1	4.00		
The Holiday Retirement Home, Inc.	64	3.56	0.78	0.19	2	4.00	0.00	0.00
The John Clarke Retirement Center	10	3.40	0.70	0.43	4	3.25	0.96	0.94
Tockwotton Home	11	3.64	0.67	0.40	0			
Village At Waterman Lake	6	3.33	0.82	0.65	0			
Village House Convalescent Home, Inc.	27	3.54	0.66	0.25	3	3.83	0.29	0.33
Watch Hill Care & Rehabilitation	18	2.47	1.06	0.49	1	2.00		
Waterview Villa, Inc.	34	3.31	0.73	0.24	3	4.00	0.00	0.00
West Shore Health Center	36	2.83	1.03	0.34	3	3.00	1.73	1.96
West View Health Care Center	37	3.49	0.78	0.25	6	3.17	1.33	1.06
Westerly Health Center	17	3.29	0.69	0.33	3	4.00	0.00	0.00
Westerly Nursing Home, Inc.	18	3.25	0.88	0.41	1	4.00		
Woodland Convalescent Center, Inc.	2	3.00	0.00	0.00	0			
Woodpecker Hill	7	3.36	0.85	0.63	1	3.00		
Woonsocket Health Centre	25	2.98	1.04	0.41	3	4.00	0.00	0.00

- Activities Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Alpine Nursing Home, Inc.	25	3.69	0.40	0.16	20	3.55	0.72	0.31
Avalon Nursing Home	12	3.43	0.59	0.33	14	3.41	0.60	0.32
Ballou Home For The Aged	24	3.61	0.40	0.16	21	3.85	0.23	0.10
Bannister House, Inc.	11	3.55	0.48	0.29	31	3.40	0.70	0.25
Bay Tower Nursing Center, Inc.	12	3.23	0.60	0.34	21	3.84	0.26	0.11
Bayberry Commons	34	3.49	0.52	0.17	30	3.52	0.41	0.15
Berkshire Place	34	3.39	0.64	0.22	36	3.29	0.76	0.25
Bethany Home Of Rhode Island	18	3.36	0.48	0.22	16	3.37	0.50	0.24
Brentwood Nursing Home	53	3.59	0.44	0.12	27	3.55	0.44	0.16
Briarcliffe Manor	37	3.39	0.62	0.20	27	3.64	0.33	0.12
Cedar Crest Nursing Centre, Inc.	43	3.45	0.54	0.16	38	3.61	0.54	0.17
Charlesgate Nursing Center	34	3.18	0.78	0.26	36	3.48	0.62	0.20
Cherry Hill Manor	57	3.41	0.55	0.14	38	3.50	0.50	0.16
Courtland Place Health Center, Inc.	31	3.36	0.65	0.23	28	3.28	0.57	0.21
Cra-Mar Meadows	18	3.63	0.47	0.22	18	3.78	0.22	0.10
Crestwood Nursing & Conv Home, Inc.	33	3.53	0.52	0.18	22	3.42	0.54	0.22
Eastgate Nursing & Recovery Center, Inc.	24	3.44	0.53	0.21	27	3.65	0.41	0.16
Elmhurst Extended Care Facility	62	3.46	0.57	0.14	39	3.56	0.53	0.17
Elmwood Health Center	4	3.45	0.97	0.95	25	3.68	0.65	0.25
Emerald Bay Manor	10	3.09	0.54	0.33	13	3.64	0.32	0.17

- Activities Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Epoch Senior Health Care On Blackstone Boulevard	10	3.25	0.73	0.45	7	3.71	0.38	0.28
Evergreen House Health Center	47	3.43	0.60	0.17	36	3.60	0.37	0.12
Forest Farm Health Care Center	13	3.68	0.37	0.20	18	3.76	0.39	0.18
Golden Crest Nursing Centre	50	3.35	0.58	0.16	31	3.79	0.28	0.10
Grace Barker Nursing Center, Inc.	33	3.55	0.55	0.19	23	3.62	0.61	0.25
Grand Islander Center	64	3.44	0.57	0.14	26	3.78	0.27	0.11
Grandview Center	33	3.57	0.41	0.14	20	3.78	0.31	0.14
Hallworth House	24	3.56	0.52	0.21	17	3.61	0.42	0.20
Harborside Healthcare Pawtuxet Rehabilitation & Nursing Center	38	3.22	0.64	0.20	34	3.54	0.48	0.16
Harborside/Greenwood Nursing & Rehabilitation Center	38	3.24	0.60	0.19	29	3.59	0.44	0.16
Harris Health Care Center-North	5	3.68	0.72	0.63	12	3.51	0.52	0.30
Harris Health Center, Llc	4	3.50	0.35	0.35	15	3.66	0.44	0.22
Hattie Ide Chaffee Home	17	3.65	0.41	0.19	20	3.67	0.47	0.21
Haven Health Center Of Coventry	50	3.37	0.61	0.17	30	3.53	0.42	0.15
Haven Health Center Of Greenville	40	3.32	0.59	0.18	27	3.63	0.47	0.18
Haven Health Center Of Pawtucket	34	3.49	0.48	0.16	36	3.60	0.51	0.17
Haven Health Center Of Warren	14	3.24	0.71	0.37	15	3.63	0.39	0.20
Heatherwood Nursing & Subacute Center	27	3.31	0.65	0.24	25	3.47	0.50	0.20

- Activities Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Hebert Nursing Home, Inc.	58	3.60	0.47	0.12	34	3.61	0.62	0.21
Heritage Hills Nursing Centre	56	3.65	0.40	0.10	30	3.67	0.36	0.13
Hopkins Manor, Ltd.	64	3.68	0.36	0.09	32	3.70	0.32	0.11
Jeanne Jugan Residence - Little Sisters Of The Poor	36	3.91	0.18	0.06	18	3.87	0.17	0.08
Kent Regency Center/Genesis Eldercare	40	3.59	0.40	0.12	28	3.54	0.36	0.13
Kindred Heights Nursing & Rehabilitation Center	12	3.46	0.53	0.30	20	3.31	0.61	0.27
Linn Health Care Center	32	3.47	0.55	0.19	31	3.57	0.35	0.12
Mansion Nursing Home	12	3.23	0.78	0.44	16	3.31	0.57	0.28
Morgan Health Center	46	3.51	0.51	0.15	26	3.55	0.50	0.19
Mount St. Francis Health Center	51	3.52	0.52	0.14	30	3.52	0.58	0.21
Mount St. Rita Health Centre	41	3.61	0.36	0.11	29	3.69	0.36	0.13
Nancy Ann Nursing Home, Inc.	13	3.70	0.46	0.25	5	3.85	0.34	0.29
North Bay Manor	24	3.16	0.71	0.29	15	3.44	0.40	0.20
Oak Hill Nursing And Rehabilitation Center	49	3.35	0.56	0.16	29	3.61	0.40	0.15
Oakland Grove Health Care Center	57	3.17	0.60	0.16	24	3.53	0.60	0.24
Orchard View Manor Nursing & Rehabilitation Center	73	3.63	0.40	0.09	31	3.73	0.26	0.09
Overlook Nursing & Rehabilitation Center	59	3.75	0.31	0.08	35	3.78	0.32	0.11

- Activities Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Park View Nursing Home	10	3.74	0.27	0.17	29	3.69	0.38	0.14
Pine Grove Health Center	24	3.40	0.38	0.15	19	3.56	0.58	0.26
Rhode Island Veterans Home	84	3.60	0.42	0.09	38	3.64	0.50	0.16
Riverview Healthcare Community	62	3.48	0.50	0.12	39	3.59	0.52	0.16
Roberts Health Centre, Inc.	32	3.63	0.35	0.12	20	3.72	0.35	0.15
Saint Elizabeth Home, East Greenwich	75	3.66	0.44	0.10	29	3.68	0.31	0.11
Saint Elizabeth Manor, East Bay	51	3.46	0.53	0.14	31	3.63	0.40	0.14
Sakonnet Bay Manor	9	3.38	0.59	0.38	11	3.33	0.35	0.21
Scalabrini Villa	67	3.78	0.32	0.08	37	3.73	0.34	0.11
Scallop Shell Nursing & Rehabilitation Center, Inc.	52	3.73	0.29	0.08	28	3.67	0.39	0.14
Scandinavian Home, Inc.	40	3.73	0.40	0.12	21	3.76	0.27	0.11
Shady Acres, Inc.	20	3.62	0.49	0.22	22	3.56	0.58	0.24
Silver Creek Manor	44	3.59	0.45	0.13	30	3.72	0.39	0.14
South Bay Manor	15	3.34	0.39	0.20	15	3.58	0.32	0.16
South County Nursing & Subacute Center, Inc.	41	3.46	0.54	0.17	31	3.61	0.37	0.13
South Kingstown Nursing & Rehabilitation Center	44	3.37	0.57	0.17	29	3.54	0.40	0.15
St. Antoine Residence	139	3.75	0.33	0.05	39	3.74	0.36	0.11
St. Clare Home For The Aged	23	3.76	0.26	0.10	21	3.58	0.48	0.20
St. Joseph Hospital For Specialty Care	3	3.47	0.31	0.35	5	3.76	0.26	0.23

- Activities Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Steere House Nursing & Rehabilitation Center	55	3.42	0.60	0.16	26	3.48	0.40	0.15
Sunny View Nursing Home	31	3.63	0.43	0.15	20	3.94	0.15	0.07
The Clipper Home	28	3.59	0.43	0.16	21	3.78	0.22	0.09
The Friendly Home, Inc.	60	3.57	0.50	0.13	29	3.59	0.51	0.19
The Holiday Retirement Home, Inc.	93	3.64	0.48	0.10	35	3.85	0.25	0.08
The John Clarke Retirement Center	22	3.73	0.34	0.14	25	3.71	0.32	0.12
Tockwotton Home	18	3.64	0.60	0.28	15	3.49	0.32	0.16
Village At Waterman Lake	9	3.01	0.81	0.53	8	3.33	0.58	0.40
Village House Convalescent Home, Inc.	38	3.50	0.45	0.14	29	3.47	0.58	0.21
Watch Hill Care & Rehabilitation	27	3.42	0.47	0.18	17	3.36	0.48	0.23
Waterview Villa, Inc.	41	3.47	0.49	0.15	26	3.70	0.41	0.16
West Shore Health Center	44	3.23	0.71	0.21	30	3.77	0.28	0.10
West View Health Care Center	63	3.61	0.43	0.11	27	3.53	0.46	0.17
Westerly Health Center	20	3.29	0.68	0.30	35	3.69	0.40	0.13
Westerly Nursing Home, Inc.	32	3.69	0.44	0.15	21	3.57	0.39	0.17
Woodland Convalescent Center, Inc.	8	3.19	0.57	0.40	18	3.71	0.56	0.26
Woodpecker Hill	20	3.57	0.42	0.19	21	3.61	0.40	0.17
Woonsocket Health Centre	37	3.29	0.72	0.23	25	3.46	0.66	0.26

- Choice Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Alpine Nursing Home, Inc.	28	3.75	0.34	0.13	25	3.61	0.54	0.21
Avalon Nursing Home	11	3.73	0.37	0.22	14	3.56	0.65	0.34
Ballou Home For The Aged	27	3.74	0.33	0.12	23	3.68	0.33	0.14
Bannister House, Inc.	10	3.63	0.40	0.25	36	3.69	0.39	0.13
Bay Tower Nursing Center, Inc.	15	3.15	0.81	0.41	29	3.60	0.39	0.14
Bayberry Commons	42	3.68	0.41	0.12	36	3.66	0.41	0.13
Berkshire Place	40	3.62	0.59	0.18	34	3.36	0.78	0.26
Bethany Home Of Rhode Island	20	3.61	0.60	0.26	13	3.69	0.49	0.27
Brentwood Nursing Home	57	3.86	0.27	0.07	33	3.50	0.51	0.18
Briarcliffe Manor	35	3.53	0.59	0.20	32	3.67	0.39	0.13
Cedar Crest Nursing Centre, Inc.	48	3.58	0.59	0.17	44	3.67	0.43	0.13
Charlesgate Nursing Center	37	3.45	0.59	0.19	37	3.58	0.45	0.14
Cherry Hill Manor	62	3.52	0.53	0.13	41	3.37	0.62	0.19
Courtland Place Health Center, Inc.	32	3.54	0.48	0.17	27	3.55	0.47	0.18
Cra-Mar Meadows	19	3.77	0.39	0.17	22	3.56	0.59	0.25
Crestwood Nursing & Conv Home, Inc.	37	3.71	0.32	0.10	24	3.43	0.63	0.25
Eastgate Nursing & Recovery Center, Inc.	25	3.68	0.40	0.16	31	3.75	0.28	0.10
Elmhurst Extended Care Facility	64	3.71	0.39	0.09	41	3.67	0.45	0.14
Elmwood Health Center	5	3.00	0.72	0.63	28	3.67	0.29	0.11
Emerald Bay Manor	11	3.75	0.31	0.19	20	3.70	0.47	0.21

- Choice Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Epoch Senior Health Care On Blackstone Boulevard	9	3.49	0.39	0.25	21	3.67	0.40	0.17
Evergreen House Health Center	51	3.54	0.46	0.13	42	3.54	0.45	0.14
Forest Farm Health Care Center	13	3.86	0.34	0.19	22	3.72	0.31	0.13
Golden Crest Nursing Centre	51	3.55	0.47	0.13	35	3.82	0.29	0.09
Grace Barker Nursing Center, Inc.	34	3.79	0.29	0.10	31	3.81	0.24	0.08
Grand Islander Center	58	3.69	0.35	0.09	35	3.68	0.50	0.16
Grandview Center	38	3.71	0.35	0.11	29	3.64	0.37	0.13
Hallworth House	25	3.73	0.39	0.15	25	3.47	0.55	0.21
Harborside Healthcare Pawtuxet Rehabilitation & Nursing Center	41	3.64	0.43	0.13	33	3.63	0.55	0.19
Harborside/Greenwood Nursing & Rehabilitation Center	42	3.75	0.31	0.09	34	3.69	0.48	0.16
Harris Health Care Center-North	5	4.00	0.00	0.00	15	3.51	0.46	0.23
Harris Health Center, Llc	4	4.00	0.00	0.00	16	3.74	0.39	0.19
Hattie Ide Chaffee Home	19	3.69	0.33	0.15	29	3.82	0.32	0.12
Haven Health Center Of Coventry	59	3.60	0.41	0.10	39	3.66	0.34	0.11
Haven Health Center Of Greenville	42	3.59	0.40	0.12	31	3.58	0.59	0.21
Haven Health Center Of Pawtucket	33	3.60	0.44	0.15	39	3.60	0.46	0.14
Haven Health Center Of Warren	17	3.53	0.45	0.21	25	3.80	0.27	0.11
Heatherwood Nursing & Subacute Center	29	3.59	0.46	0.17	36	3.73	0.31	0.10

- Choice Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Hebert Nursing Home, Inc.	59	3.77	0.31	0.08	41	3.63	0.39	0.12
Heritage Hills Nursing Centre	55	3.69	0.37	0.10	30	3.57	0.45	0.16
Hopkins Manor, Ltd.	66	3.69	0.40	0.10	41	3.66	0.37	0.11
Jeanne Jugan Residence - Little Sisters Of The Poor	33	3.96	0.12	0.04	23	3.73	0.31	0.13
Kent Regency Center/Genesis Eldercare	42	3.75	0.30	0.09	40	3.52	0.53	0.16
Kindred Heights Nursing & Rehabilitation Center	12	3.73	0.32	0.18	16	3.60	0.50	0.25
Linn Health Care Center	34	3.54	0.48	0.16	28	3.64	0.26	0.10
Mansion Nursing Home	15	3.80	0.26	0.13	23	3.57	0.49	0.20
Morgan Health Center	49	3.68	0.37	0.10	32	3.62	0.42	0.15
Mount St. Francis Health Center	52	3.70	0.40	0.11	38	3.58	0.43	0.14
Mount St. Rita Health Centre	43	3.65	0.40	0.12	35	3.62	0.45	0.15
Nancy Ann Nursing Home, Inc.	14	3.78	0.25	0.13	6	4.00	0.00	0.00
North Bay Manor	25	3.57	0.50	0.20	18	3.64	0.44	0.20
Oak Hill Nursing And Rehabilitation Center	51	3.64	0.47	0.13	35	3.73	0.40	0.13
Oakland Grove Health Care Center	62	3.62	0.45	0.11	42	3.74	0.28	0.09
Orchard View Manor Nursing & Rehabilitation Center	84	3.71	0.39	0.08	36	3.48	0.42	0.14
Overlook Nursing & Rehabilitation Center	58	3.82	0.28	0.07	34	3.77	0.30	0.10

- Choice Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Park View Nursing Home	10	3.82	0.18	0.11	30	3.72	0.34	0.12
Pine Grove Health Center	23	3.67	0.31	0.13	27	3.68	0.36	0.13
Rhode Island Veterans Home	85	3.68	0.43	0.09	49	3.72	0.33	0.09
Riverview Healthcare Community	63	3.67	0.34	0.09	44	3.46	0.55	0.16
Roberts Health Centre, Inc.	33	3.68	0.38	0.13	23	3.51	0.52	0.21
Saint Elizabeth Home, East Greenwich	66	3.71	0.40	0.10	35	3.61	0.51	0.17
Saint Elizabeth Manor, East Bay	45	3.66	0.37	0.11	33	3.64	0.40	0.14
Sakonnet Bay Manor	7	3.71	0.38	0.28	15	3.69	0.30	0.15
Scalabrini Villa	59	3.82	0.28	0.07	38	3.80	0.31	0.10
Scallop Shell Nursing & Rehabilitation Center, Inc.	55	3.83	0.25	0.07	28	3.68	0.36	0.13
Scandinavian Home, Inc.	42	3.77	0.34	0.10	31	3.77	0.30	0.11
Shady Acres, Inc.	21	3.69	0.47	0.20	23	3.58	0.42	0.17
Silver Creek Manor	43	3.77	0.30	0.09	37	3.75	0.36	0.12
South Bay Manor	17	3.65	0.39	0.19	18	3.59	0.32	0.15
South County Nursing & Subacute Center, Inc.	39	3.74	0.25	0.08	37	3.42	0.50	0.16
South Kingstown Nursing & Rehabilitation Center	43	3.63	0.43	0.13	33	3.56	0.45	0.15
St. Antoine Residence	131	3.82	0.28	0.05	47	3.59	0.42	0.12
St. Clare Home For The Aged	23	3.81	0.25	0.10	18	3.45	0.55	0.25
St. Joseph Hospital For Specialty Care	3	3.67	0.58	0.65	7	3.59	0.30	0.22

- Choice Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Steere House Nursing & Rehabilitation Center	54	3.72	0.35	0.09	26	3.40	0.39	0.15
Sunny View Nursing Home	29	3.78	0.32	0.12	20	3.87	0.21	0.09
The Clipper Home	30	3.73	0.30	0.11	26	3.73	0.35	0.13
The Friendly Home, Inc.	56	3.68	0.44	0.11	39	3.28	0.58	0.18
The Holiday Retirement Home, Inc.	91	3.76	0.38	0.08	42	3.70	0.36	0.11
The John Clarke Retirement Center	20	3.84	0.31	0.14	30	3.54	0.55	0.20
Tockwotton Home	14	3.91	0.23	0.12	10	3.66	0.34	0.21
Village At Waterman Lake	10	3.64	0.32	0.20	7	3.35	0.49	0.36
Village House Convalescent Home, Inc.	38	3.78	0.30	0.09	32	3.65	0.47	0.16
Watch Hill Care & Rehabilitation	27	3.76	0.33	0.13	22	3.64	0.40	0.17
Waterview Villa, Inc.	48	3.56	0.51	0.14	30	3.53	0.37	0.13
West Shore Health Center	49	3.63	0.47	0.13	34	3.73	0.31	0.10
West View Health Care Center	69	3.76	0.28	0.07	35	3.50	0.42	0.14
Westerly Health Center	27	3.76	0.31	0.12	38	3.66	0.37	0.12
Westerly Nursing Home, Inc.	32	3.79	0.32	0.11	22	3.56	0.41	0.17
Woodland Convalescent Center, Inc.	7	3.60	0.29	0.21	21	3.64	0.45	0.19
Woodpecker Hill	19	3.80	0.38	0.17	23	3.71	0.33	0.14
Woonsocket Health Centre	35	3.52	0.55	0.18	42	3.66	0.50	0.15

- Direct Care and Nursing Staff Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Alpine Nursing Home, Inc.	32	3.72	0.36	0.13	22	3.66	0.41	0.17
Avalon Nursing Home	11	3.85	0.27	0.16	13	3.75	0.44	0.24
Ballou Home For The Aged	27	3.80	0.32	0.12	24	3.85	0.23	0.09
Bannister House, Inc.	9	3.52	0.41	0.27	36	3.53	0.47	0.15
Bay Tower Nursing Center, Inc.	13	3.57	0.63	0.34	28	3.69	0.56	0.21
Bayberry Commons	43	3.58	0.45	0.13	33	3.66	0.42	0.14
Berkshire Place	45	3.59	0.50	0.15	34	3.28	0.85	0.28
Bethany Home Of Rhode Island	19	3.61	0.45	0.20	15	3.60	0.39	0.20
Brentwood Nursing Home	57	3.85	0.30	0.08	31	3.69	0.38	0.13
Briarcliffe Manor	40	3.58	0.55	0.17	27	3.76	0.28	0.11
Cedar Crest Nursing Centre, Inc.	50	3.53	0.66	0.18	42	3.82	0.20	0.06
Charlesgate Nursing Center	36	3.46	0.70	0.23	36	3.60	0.41	0.13
Cherry Hill Manor	64	3.33	0.60	0.15	44	3.52	0.36	0.11
Courtland Place Health Center, Inc.	36	3.52	0.48	0.16	26	3.49	0.69	0.26
Cra-Mar Meadows	22	3.78	0.35	0.14	21	3.88	0.15	0.06
Crestwood Nursing & Conv Home, Inc.	40	3.76	0.35	0.11	22	3.66	0.38	0.16
Eastgate Nursing & Recovery Center, Inc.	24	3.42	0.55	0.22	31	3.65	0.46	0.16
Elmhurst Extended Care Facility	69	3.65	0.45	0.11	43	3.70	0.38	0.11
Elmwood Health Center	4	3.56	0.54	0.53	25	3.67	0.44	0.17
Emerald Bay Manor	10	3.61	0.40	0.25	19	3.70	0.35	0.16

- Direct Care and Nursing Staff Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Epoch Senior Health Care On Blackstone Boulevard	10	3.46	0.47	0.29	20	3.69	0.43	0.19
Evergreen House Health Center	57	3.32	0.56	0.14	39	3.69	0.41	0.13
Forest Farm Health Care Center	13	3.86	0.19	0.11	22	3.87	0.21	0.09
Golden Crest Nursing Centre	57	3.42	0.51	0.13	38	3.68	0.45	0.14
Grace Barker Nursing Center, Inc.	38	3.73	0.36	0.11	30	3.78	0.33	0.12
Grand Islander Center	70	3.57	0.49	0.12	35	3.66	0.51	0.17
Grandview Center	39	3.69	0.46	0.14	27	3.80	0.36	0.14
Hallworth House	25	3.76	0.27	0.11	23	3.70	0.45	0.18
Harborside Healthcare Pawtuxet Rehabilitation & Nursing Center	41	3.54	0.50	0.15	32	3.62	0.61	0.21
Harborside/Greenwood Nursing & Rehabilitation Center	43	3.43	0.49	0.15	35	3.65	0.37	0.12
Harris Health Care Center-North	5	3.90	0.22	0.20	13	3.59	0.55	0.30
Harris Health Center, Llc	4	3.69	0.22	0.21	16	3.84	0.20	0.10
Hattie Ide Chaffee Home	20	3.69	0.40	0.17	25	3.82	0.25	0.10
Haven Health Center Of Coventry	72	3.55	0.47	0.11	39	3.63	0.34	0.11
Haven Health Center Of Greenville	47	3.53	0.48	0.14	33	3.59	0.47	0.16
Haven Health Center Of Pawtucket	36	3.51	0.47	0.15	42	3.66	0.44	0.13
Haven Health Center Of Warren	15	3.44	0.57	0.29	28	3.56	0.64	0.24
Heatherwood Nursing & Subacute Center	34	3.54	0.53	0.18	36	3.76	0.37	0.12

- Direct Care and Nursing Staff Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Hebert Nursing Home, Inc.	62	3.72	0.43	0.11	38	3.77	0.30	0.09
Heritage Hills Nursing Centre	58	3.60	0.47	0.12	28	3.57	0.45	0.17
Hopkins Manor, Ltd.	71	3.70	0.40	0.09	42	3.71	0.31	0.09
Jeanne Jugan Residence - Little Sisters Of The Poor	34	3.99	0.07	0.02	24	3.94	0.13	0.05
Kent Regency Center/Genesis Eldercare	46	3.67	0.46	0.13	43	3.65	0.40	0.12
Kindred Heights Nursing & Rehabilitation Center	14	3.54	0.37	0.20	21	3.41	0.73	0.31
Linn Health Care Center	32	3.50	0.51	0.18	31	3.59	0.37	0.13
Mansion Nursing Home	18	3.67	0.60	0.28	22	3.42	0.56	0.23
Morgan Health Center	47	3.37	0.51	0.15	35	3.57	0.56	0.19
Mount St. Francis Health Center	57	3.60	0.41	0.11	38	3.47	0.50	0.16
Mount St. Rita Health Centre	43	3.72	0.43	0.13	34	3.79	0.27	0.09
Nancy Ann Nursing Home, Inc.	15	3.98	0.05	0.02	5	3.96	0.06	0.05
North Bay Manor	27	3.34	0.66	0.25	18	3.51	0.48	0.22
Oak Hill Nursing And Rehabilitation Center	60	3.46	0.59	0.15	36	3.63	0.50	0.16
Oakland Grove Health Care Center	62	3.42	0.51	0.13	36	3.76	0.32	0.10
Orchard View Manor Nursing & Rehabilitation Center	84	3.65	0.40	0.08	45	3.67	0.33	0.10
Overlook Nursing & Rehabilitation Center	59	3.85	0.27	0.07	29	3.83	0.25	0.09

- Direct Care and Nursing Staff Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Park View Nursing Home	11	3.86	0.31	0.18	29	3.76	0.35	0.13
Pine Grove Health Center	24	3.55	0.39	0.16	24	3.69	0.65	0.26
Rhode Island Veterans Home	99	3.75	0.41	0.08	46	3.69	0.36	0.10
Riverview Healthcare Community	70	3.59	0.44	0.10	44	3.62	0.49	0.15
Roberts Health Centre, Inc.	35	3.80	0.25	0.08	23	3.73	0.33	0.13
Saint Elizabeth Home, East Greenwich	77	3.79	0.35	0.08	31	3.70	0.30	0.11
Saint Elizabeth Manor, East Bay	59	3.71	0.39	0.10	33	3.82	0.32	0.11
Sakonnet Bay Manor	8	3.87	0.18	0.12	14	3.71	0.28	0.15
Scalabrini Villa	71	3.76	0.33	0.08	34	3.74	0.36	0.12
Scallop Shell Nursing & Rehabilitation Center, Inc.	55	3.80	0.30	0.08	29	3.77	0.27	0.10
Scandinavian Home, Inc.	39	3.76	0.38	0.12	28	3.83	0.35	0.13
Shady Acres, Inc.	23	3.69	0.50	0.20	23	3.68	0.34	0.14
Silver Creek Manor	49	3.74	0.41	0.11	37	3.73	0.31	0.10
South Bay Manor	12	3.67	0.38	0.21	18	3.76	0.31	0.14
South County Nursing & Subacute Center, Inc.	38	3.57	0.46	0.15	37	3.48	0.47	0.15
South Kingstown Nursing & Rehabilitation Center	46	3.60	0.46	0.13	27	3.40	0.70	0.26
St. Antoine Residence	144	3.78	0.33	0.05	39	3.77	0.33	0.10
St. Clare Home For The Aged	25	3.85	0.22	0.09	19	3.64	0.36	0.16
St. Joseph Hospital For Specialty Care	4	3.75	0.50	0.49	10	3.68	0.34	0.21

- Direct Care and Nursing Staff Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Steere House Nursing & Rehabilitation Center	64	3.72	0.47	0.11	32	3.64	0.35	0.12
Sunny View Nursing Home	34	3.69	0.39	0.13	22	3.97	0.09	0.04
The Clipper Home	32	3.60	0.47	0.16	28	3.77	0.24	0.09
The Friendly Home, Inc.	60	3.75	0.37	0.09	34	3.58	0.49	0.16
The Holiday Retirement Home, Inc.	97	3.72	0.39	0.08	42	3.89	0.21	0.06
The John Clarke Retirement Center	19	3.76	0.46	0.21	26	3.75	0.32	0.12
Tockwotton Home	21	3.84	0.26	0.11	14	3.64	0.25	0.13
Village At Waterman Lake	10	3.73	0.32	0.20	8	3.55	0.46	0.32
Village House Convalescent Home, Inc.	38	3.73	0.42	0.13	27	3.66	0.37	0.14
Watch Hill Care & Rehabilitation	27	3.57	0.49	0.18	22	3.56	0.52	0.22
Waterview Villa, Inc.	50	3.64	0.45	0.12	36	3.76	0.39	0.13
West Shore Health Center	55	3.51	0.58	0.15	31	3.74	0.32	0.11
West View Health Care Center	70	3.78	0.33	0.08	37	3.63	0.35	0.11
Westerly Health Center	26	3.35	0.47	0.18	35	3.75	0.34	0.11
Westerly Nursing Home, Inc.	39	3.84	0.26	0.08	24	3.60	0.37	0.15
Woodland Convalescent Center, Inc.	7	3.58	0.42	0.31	19	3.70	0.31	0.14
Woodpecker Hill	22	3.75	0.32	0.13	22	3.72	0.32	0.13
Woonsocket Health Centre	42	3.46	0.65	0.20	41	3.56	0.57	0.17

- Professional Nurses Domain -		(Residents were not asked questions about the professional nurses.)		
	Family Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Alpine Nursing Home, Inc.	33	3.86	0.34	0.12
Avalon Nursing Home	12	3.96	0.14	0.08
Ballou Home For The Aged	28	3.79	0.40	0.15
Bannister House, Inc.	12	3.58	0.51	0.29
Bay Tower Nursing Center, Inc.	15	3.53	0.64	0.32
Bayberry Commons	47	3.74	0.42	0.12
Berkshire Place	51	3.61	0.66	0.18
Bethany Home Of Rhode Island	21	3.83	0.37	0.16
Brentwood Nursing Home	60	3.94	0.23	0.06
Briarcliffe Manor	43	3.72	0.47	0.14
Cedar Crest Nursing Centre, Inc.	56	3.69	0.48	0.13
Charlesgate Nursing Center	48	3.61	0.54	0.15
Cherry Hill Manor	65	3.35	0.82	0.20
Courtland Place Health Center, Inc.	37	3.51	0.67	0.22
Cra-Mar Meadows	27	3.69	0.54	0.20
Crestwood Nursing & Conv Home, Inc.	45	3.83	0.34	0.10
Eastgate Nursing & Recovery Center, Inc.	27	3.65	0.53	0.20
Elmhurst Extended Care Facility	77	3.66	0.56	0.12
Elmwood Health Center	5	3.70	0.45	0.39
Emerald Bay Manor	11	3.73	0.41	0.24

- Professional Nurses Domain -		(Residents were not asked questions about the professional nurses.)		
	Family Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Epoch Senior Health Care On Blackstone Boulevard	10	3.70	0.54	0.33
Evergreen House Health Center	56	3.54	0.57	0.15
Forest Farm Health Care Center	14	3.79	0.38	0.20
Golden Crest Nursing Centre	60	3.55	0.62	0.16
Grace Barker Nursing Center, Inc.	40	3.80	0.42	0.13
Grand Islander Center	75	3.70	0.56	0.13
Grandview Center	43	3.87	0.31	0.09
Hallworth House	31	3.69	0.44	0.16
Harborside Healthcare Pawtuxet Rehabilitation & Nursing Center	45	3.57	0.59	0.17
Harborside/Greenwood Nursing & Rehabilitation Center	45	3.52	0.58	0.17
Harris Health Care Center-North	6	4.00	0.00	0.00
Harris Health Center, Llc	5	3.40	0.55	0.48
Hattie Ide Chaffee Home	24	3.69	0.46	0.18
Haven Health Center Of Coventry	76	3.62	0.60	0.13
Haven Health Center Of Greenville	52	3.58	0.55	0.15
Haven Health Center Of Pawtucket	41	3.59	0.64	0.20
Haven Health Center Of Warren	19	3.39	0.54	0.24
Heatherwood Nursing & Subacute Center	34	3.63	0.53	0.18

- Professional Nurses Domain -		(Residents were not asked questions about the professional nurses.)		
	Family Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Hebert Nursing Home, Inc.	66	3.68	0.64	0.15
Heritage Hills Nursing Centre	61	3.75	0.46	0.12
Hopkins Manor, Ltd.	80	3.81	0.40	0.09
Jeanne Jugan Residence - Little Sisters Of The Poor	36	3.96	0.18	0.06
Kent Regency Center/Genesis Eldercare	45	3.67	0.55	0.16
Kindred Heights Nursing & Rehabilitation Center	16	3.47	0.62	0.30
Linn Health Care Center	35	3.56	0.53	0.17
Mansion Nursing Home	19	3.74	0.73	0.33
Morgan Health Center	54	3.48	0.60	0.16
Mount St. Francis Health Center	62	3.69	0.54	0.14
Mount St. Rita Health Centre	43	3.80	0.40	0.12
Nancy Ann Nursing Home, Inc.	15	3.90	0.28	0.14
North Bay Manor	28	3.43	0.69	0.26
Oak Hill Nursing And Rehabilitation Center	67	3.51	0.64	0.15
Oakland Grove Health Care Center	68	3.50	0.57	0.13
Orchard View Manor Nursing & Rehabilitation Center	93	3.69	0.52	0.11
Overlook Nursing & Rehabilitation Center	60	3.88	0.30	0.08

- Professional Nurses Domain -		(Residents were not asked questions about the professional nurses.)		
	Family Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Park View Nursing Home	13	3.81	0.38	0.21
Pine Grove Health Center	25	3.52	0.76	0.30
Rhode Island Veterans Home	113	3.88	0.32	0.06
Riverview Healthcare Community	74	3.55	0.61	0.14
Roberts Health Centre, Inc.	35	3.87	0.33	0.11
Saint Elizabeth Home, East Greenwich	78	3.92	0.30	0.07
Saint Elizabeth Manor, East Bay	62	3.84	0.39	0.10
Sakonnet Bay Manor	10	3.55	0.50	0.31
Scalabrini Villa	79	3.85	0.34	0.08
Scallop Shell Nursing & Rehabilitation Center, Inc.	58	3.89	0.31	0.08
Scandinavian Home, Inc.	43	3.86	0.35	0.10
Shady Acres, Inc.	25	3.82	0.56	0.22
Silver Creek Manor	54	3.88	0.38	0.10
South Bay Manor	15	3.87	0.35	0.18
South County Nursing & Subacute Center, Inc.	42	3.76	0.42	0.13
South Kingstown Nursing & Rehabilitation Center	51	3.72	0.52	0.14
St. Antoine Residence	149	3.89	0.30	0.05
St. Clare Home For The Aged	27	3.93	0.27	0.10
St. Joseph Hospital For Specialty Care	4	3.75	0.50	0.49

- Professional Nurses Domain -		(Residents were not asked questions about the professional nurses.)		
	Family Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Steere House Nursing & Rehabilitation Center	68	3.69	0.48	0.11
Sunny View Nursing Home	36	3.96	0.18	0.06
The Clipper Home	34	3.85	0.34	0.11
The Friendly Home, Inc.	65	3.82	0.40	0.10
The Holiday Retirement Home, Inc.	104	3.81	0.44	0.08
The John Clarke Retirement Center	26	3.79	0.38	0.15
Tockwotton Home	25	3.80	0.48	0.19
Village At Waterman Lake	11	3.82	0.40	0.24
Village House Convalescent Home, Inc.	42	3.87	0.31	0.09
Watch Hill Care & Rehabilitation	33	3.55	0.60	0.21
Waterview Villa, Inc.	55	3.71	0.48	0.13
West Shore Health Center	61	3.49	0.74	0.19
West View Health Care Center	75	3.88	0.29	0.07
Westerly Health Center	28	3.52	0.57	0.21
Westerly Nursing Home, Inc.	42	3.90	0.28	0.08
Woodland Convalescent Center, Inc.	11	3.59	0.66	0.39
Woodpecker Hill	24	3.69	0.55	0.22
Woonsocket Health Centre	48	3.66	0.60	0.17

- Administration Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Alpine Nursing Home, Inc.	34	3.94	0.19	0.06	11	3.82	0.35	0.20
Avalon Nursing Home	12	3.86	0.33	0.19	15	3.84	0.31	0.15
Ballou Home For The Aged	25	3.81	0.36	0.14	18	3.96	0.11	0.05
Bannister House, Inc.	12	3.86	0.33	0.19	34	3.56	0.61	0.21
Bay Tower Nursing Center, Inc.	12	3.61	0.60	0.34	23	3.81	0.55	0.22
Bayberry Commons	41	3.78	0.36	0.11	30	3.44	0.80	0.29
Berkshire Place	44	3.79	0.52	0.15	30	3.43	0.90	0.32
Bethany Home Of Rhode Island	20	3.82	0.38	0.17	12	3.53	0.66	0.37
Brentwood Nursing Home	61	3.96	0.18	0.04	26	3.73	0.54	0.21
Briarcliffe Manor	40	3.70	0.54	0.17	19	3.82	0.37	0.17
Cedar Crest Nursing Centre, Inc.	48	3.74	0.49	0.14	39	3.75	0.69	0.22
Charlesgate Nursing Center	40	3.83	0.34	0.10	37	3.78	0.40	0.13
Cherry Hill Manor	52	3.54	0.76	0.21	31	3.40	0.81	0.29
Courtland Place Health Center, Inc.	33	3.79	0.40	0.14	22	3.77	0.44	0.18
Cra-Mar Meadows	27	3.85	0.30	0.11	17	3.92	0.19	0.09
Crestwood Nursing & Conv Home, Inc.	44	3.92	0.26	0.08	19	3.72	0.46	0.21
Eastgate Nursing & Recovery Center, Inc.	21	3.78	0.43	0.18	19	3.76	0.45	0.20
Elmhurst Extended Care Facility	62	3.74	0.49	0.12	39	3.71	0.52	0.16
Elmwood Health Center	5	3.60	0.43	0.38	25	3.53	0.74	0.29
Emerald Bay Manor	9	3.63	0.48	0.32	11	3.67	0.47	0.28

- Administration Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Epoch Senior Health Care On Blackstone Boulevard	8	3.46	0.75	0.52	15	3.84	0.31	0.15
Evergreen House Health Center	44	3.52	0.78	0.23	32	3.76	0.47	0.16
Forest Farm Health Care Center	13	3.92	0.20	0.11	18	3.88	0.21	0.10
Golden Crest Nursing Centre	51	3.59	0.71	0.20	25	3.91	0.23	0.09
Grace Barker Nursing Center, Inc.	38	3.91	0.34	0.11	22	3.95	0.12	0.05
Grand Islander Center	66	3.78	0.47	0.11	22	3.86	0.24	0.10
Grandview Center	42	3.91	0.30	0.09	18	3.96	0.11	0.05
Hallworth House	31	3.91	0.24	0.09	18	3.68	0.65	0.30
Harborside Healthcare Pawtuxet Rehabilitation & Nursing Center	42	3.75	0.44	0.13	36	3.69	0.53	0.17
Harborside/Greenwood Nursing & Rehabilitation Center	39	3.48	0.69	0.22	26	3.83	0.38	0.15
Harris Health Care Center-North	5	3.80	0.45	0.39	14	3.52	0.55	0.29
Harris Health Center, Llc	5	3.60	0.37	0.32	12	3.78	0.41	0.23
Hattie Ide Chaffee Home	20	3.92	0.24	0.10	18	3.91	0.28	0.13
Haven Health Center Of Coventry	53	3.68	0.56	0.15	30	3.85	0.30	0.11
Haven Health Center Of Greenville	39	3.35	0.70	0.22	22	3.85	0.43	0.18
Haven Health Center Of Pawtucket	31	3.71	0.50	0.18	35	3.75	0.40	0.13
Haven Health Center Of Warren	18	3.63	0.47	0.22	22	3.80	0.43	0.18
Heatherwood Nursing & Subacute Center	24	3.51	0.73	0.29	24	3.69	0.44	0.18

- Administration Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Hebert Nursing Home, Inc.	58	3.91	0.24	0.06	30	3.82	0.41	0.15
Heritage Hills Nursing Centre	54	3.94	0.21	0.06	24	3.72	0.54	0.21
Hopkins Manor, Ltd.	68	3.81	0.37	0.09	32	3.79	0.33	0.11
Jeanne Jugan Residence - Little Sisters Of The Poor	36	3.97	0.17	0.05	21	4.00	0.00	0.00
Kent Regency Center/Genesis Eldercare	41	3.78	0.42	0.13	30	3.69	0.49	0.18
Kindred Heights Nursing & Rehabilitation Center	14	3.62	0.74	0.39	18	3.67	0.74	0.34
Linn Health Care Center	27	3.68	0.47	0.18	23	3.72	0.46	0.19
Mansion Nursing Home	20	3.68	0.71	0.31	12	3.53	0.41	0.23
Morgan Health Center	40	3.64	0.49	0.15	21	3.60	0.75	0.32
Mount St. Francis Health Center	50	3.80	0.35	0.10	24	3.81	0.32	0.13
Mount St. Rita Health Centre	38	3.70	0.44	0.14	25	3.88	0.21	0.08
Nancy Ann Nursing Home, Inc.	14	4.00	0.00	0.00	4	3.83	0.33	0.33
North Bay Manor	26	3.54	0.63	0.24	17	3.66	0.47	0.22
Oak Hill Nursing And Rehabilitation Center	51	3.68	0.61	0.17	31	3.78	0.37	0.13
Oakland Grove Health Care Center	55	3.68	0.54	0.14	21	3.86	0.31	0.13
Orchard View Manor Nursing & Rehabilitation Center	71	3.80	0.44	0.10	34	3.76	0.37	0.12
Overlook Nursing & Rehabilitation Center	54	3.92	0.27	0.07	21	3.98	0.11	0.05

- Administration Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Park View Nursing Home	13	3.85	0.38	0.20	30	3.92	0.23	0.08
Pine Grove Health Center	23	3.83	0.33	0.14	23	3.80	0.65	0.27
Rhode Island Veterans Home	92	3.75	0.52	0.11	35	3.84	0.28	0.09
Riverview Healthcare Community	58	3.79	0.43	0.11	40	3.42	1.01	0.31
Roberts Health Centre, Inc.	33	3.98	0.12	0.04	21	3.73	0.59	0.25
Saint Elizabeth Home, East Greenwich	67	3.94	0.22	0.05	22	3.85	0.30	0.13
Saint Elizabeth Manor, East Bay	55	3.81	0.42	0.11	28	3.94	0.16	0.06
Sakonnet Bay Manor	8	3.46	0.62	0.43	8	3.92	0.15	0.11
Scalabrini Villa	72	3.95	0.19	0.04	31	3.91	0.23	0.08
Scallop Shell Nursing & Rehabilitation Center, Inc.	58	3.95	0.19	0.05	24	3.96	0.15	0.06
Scandinavian Home, Inc.	40	3.87	0.43	0.13	24	3.89	0.36	0.15
Shady Acres, Inc.	24	3.85	0.41	0.16	20	3.81	0.45	0.20
Silver Creek Manor	49	3.81	0.36	0.10	29	3.76	0.60	0.22
South Bay Manor	14	3.93	0.14	0.07	14	3.86	0.28	0.15
South County Nursing & Subacute Center, Inc.	39	3.85	0.37	0.12	29	3.77	0.40	0.15
South Kingstown Nursing & Rehabilitation Center	42	3.79	0.40	0.12	24	3.65	0.69	0.28
St. Antoine Residence	143	3.93	0.23	0.04	32	3.80	0.47	0.16
St. Clare Home For The Aged	27	3.96	0.19	0.07	13	3.82	0.55	0.30
St. Joseph Hospital For Specialty Care	2	4.00	0.00	0.00	4	3.83	0.33	0.33

- Administration Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Steere House Nursing & Rehabilitation Center	58	3.74	0.47	0.12	23	3.74	0.33	0.14
Sunny View Nursing Home	36	3.93	0.21	0.07	15	3.98	0.09	0.04
The Clipper Home	32	3.85	0.38	0.13	22	3.95	0.16	0.07
The Friendly Home, Inc.	60	3.93	0.21	0.05	23	3.67	0.67	0.28
The Holiday Retirement Home, Inc.	84	3.80	0.44	0.09	30	3.93	0.22	0.08
The John Clarke Retirement Center	25	3.67	0.54	0.21	22	3.92	0.23	0.10
Tockwotton Home	22	3.85	0.64	0.27	13	3.59	0.41	0.22
Village At Waterman Lake	10	3.57	0.57	0.35	5	3.63	0.58	0.51
Village House Convalescent Home, Inc.	40	3.90	0.32	0.10	27	3.77	0.44	0.17
Watch Hill Care & Rehabilitation	30	3.79	0.39	0.14	13	3.56	0.64	0.35
Waterview Villa, Inc.	47	3.83	0.37	0.11	18	3.81	0.35	0.16
West Shore Health Center	54	3.64	0.72	0.19	26	3.87	0.27	0.11
West View Health Care Center	65	3.92	0.23	0.06	30	3.81	0.41	0.15
Westerly Health Center	25	3.81	0.35	0.14	34	3.77	0.56	0.19
Westerly Nursing Home, Inc.	42	3.87	0.32	0.10	24	3.76	0.32	0.13
Woodland Convalescent Center, Inc.	11	3.64	0.92	0.55	19	3.39	1.11	0.50
Woodpecker Hill	23	3.84	0.36	0.15	18	3.91	0.25	0.12
Woonsocket Health Centre	40	3.53	0.64	0.20	21	3.87	0.29	0.12

- Meals and Dining Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Alpine Nursing Home, Inc.	30	3.53	0.45	0.16	26	3.60	0.68	0.26
Avalon Nursing Home	11	3.43	0.77	0.45	15	3.58	0.50	0.25
Ballou Home For The Aged	28	3.59	0.42	0.15	24	3.66	0.39	0.16
Bannister House, Inc.	11	3.45	0.43	0.25	36	3.33	0.66	0.22
Bay Tower Nursing Center, Inc.	15	3.44	0.52	0.26	31	3.51	0.68	0.24
Bayberry Commons	42	3.45	0.53	0.16	36	3.39	0.68	0.22
Berkshire Place	39	3.15	0.65	0.20	41	3.25	0.81	0.25
Bethany Home Of Rhode Island	20	3.42	0.58	0.25	18	3.49	0.52	0.24
Brentwood Nursing Home	55	3.60	0.43	0.11	36	3.50	0.51	0.17
Briarcliffe Manor	36	3.36	0.61	0.20	32	3.52	0.47	0.16
Cedar Crest Nursing Centre, Inc.	50	3.29	0.75	0.21	44	3.60	0.50	0.15
Charlesgate Nursing Center	41	3.25	0.68	0.21	41	3.18	0.64	0.20
Cherry Hill Manor	63	3.11	0.76	0.19	46	3.36	0.74	0.21
Courtland Place Health Center, Inc.	33	3.30	0.73	0.25	28	3.41	0.59	0.22
Cra-Mar Meadows	24	3.57	0.40	0.16	22	3.54	0.39	0.16
Crestwood Nursing & Conv Home, Inc.	35	3.53	0.52	0.17	25	3.56	0.47	0.19
Eastgate Nursing & Recovery Center, Inc.	25	3.33	0.74	0.29	32	3.39	0.57	0.20
Elmhurst Extended Care Facility	68	3.33	0.58	0.14	46	3.45	0.60	0.17
Elmwood Health Center	5	3.36	0.77	0.67	27	3.59	0.54	0.20
Emerald Bay Manor	11	3.24	0.36	0.21	20	3.63	0.51	0.22

- Meals and Dining Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Epoch Senior Health Care On Blackstone Boulevard	8	3.10	0.58	0.40	26	3.57	0.48	0.18
Evergreen House Health Center	53	3.04	0.70	0.19	42	3.67	0.36	0.11
Forest Farm Health Care Center	13	3.79	0.25	0.14	22	3.82	0.25	0.10
Golden Crest Nursing Centre	54	3.11	0.63	0.17	42	3.49	0.54	0.16
Grace Barker Nursing Center, Inc.	35	3.52	0.48	0.16	31	3.65	0.57	0.20
Grand Islander Center	63	3.19	0.65	0.16	41	3.76	0.30	0.09
Grandview Center	36	3.47	0.61	0.20	31	3.64	0.33	0.12
Hallworth House	25	3.48	0.50	0.20	25	3.60	0.40	0.16
Harborside Healthcare Pawtuxet Rehabilitation & Nursing Center	41	3.33	0.51	0.16	41	3.57	0.54	0.16
Harborside/Greenwood Nursing & Rehabilitation Center	43	3.07	0.75	0.22	39	3.43	0.54	0.17
Harris Health Care Center-North	5	3.60	0.40	0.35	14	3.40	0.67	0.35
Harris Health Center, Llc	4	3.40	0.40	0.39	16	3.79	0.28	0.14
Hattie Ide Chaffee Home	21	3.53	0.45	0.19	30	3.79	0.42	0.15
Haven Health Center Of Coventry	55	3.12	0.67	0.18	42	3.29	0.70	0.21
Haven Health Center Of Greenville	45	3.22	0.66	0.19	39	3.61	0.66	0.21
Haven Health Center Of Pawtucket	35	3.18	0.66	0.22	44	3.58	0.45	0.13
Haven Health Center Of Warren	17	3.36	0.59	0.28	29	3.60	0.51	0.19
Heatherwood Nursing & Subacute Center	33	3.36	0.60	0.21	37	3.48	0.56	0.18

- Meals and Dining Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Hebert Nursing Home, Inc.	61	3.33	0.53	0.13	40	3.45	0.69	0.22
Heritage Hills Nursing Centre	57	3.39	0.56	0.15	32	3.62	0.44	0.15
Hopkins Manor, Ltd.	68	3.30	0.54	0.13	46	3.60	0.43	0.13
Jeanne Jugan Residence - Little Sisters Of The Poor	36	3.85	0.23	0.07	24	3.91	0.14	0.06
Kent Regency Center/Genesis Eldercare	44	3.21	0.66	0.20	43	3.28	0.69	0.21
Kindred Heights Nursing & Rehabilitation Center	10	3.35	0.61	0.38	21	3.48	0.60	0.26
Linn Health Care Center	33	3.18	0.58	0.20	33	3.42	0.42	0.14
Mansion Nursing Home	16	3.41	0.62	0.30	28	3.45	0.47	0.18
Morgan Health Center	48	3.13	0.67	0.19	39	3.48	0.57	0.18
Mount St. Francis Health Center	54	3.42	0.46	0.12	41	3.46	0.45	0.14
Mount St. Rita Health Centre	42	3.42	0.46	0.14	35	3.59	0.41	0.14
Nancy Ann Nursing Home, Inc.	14	3.71	0.40	0.21	8	3.88	0.19	0.13
North Bay Manor	23	3.18	0.56	0.23	27	3.36	0.56	0.21
Oak Hill Nursing And Rehabilitation Center	57	3.30	0.58	0.15	41	3.55	0.53	0.16
Oakland Grove Health Care Center	62	3.24	0.67	0.17	45	3.40	0.72	0.21
Orchard View Manor Nursing & Rehabilitation Center	88	3.35	0.57	0.12	47	3.40	0.64	0.18
Overlook Nursing & Rehabilitation Center	58	3.58	0.49	0.13	37	3.68	0.36	0.12

- Meals and Dining Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Park View Nursing Home	11	3.71	0.36	0.21	30	3.53	0.49	0.18
Pine Grove Health Center	23	3.26	0.65	0.27	27	3.69	0.46	0.17
Rhode Island Veterans Home	97	3.46	0.53	0.11	51	3.56	0.52	0.14
Riverview Healthcare Community	66	3.29	0.56	0.13	46	3.33	0.82	0.24
Roberts Health Centre, Inc.	32	3.59	0.40	0.14	27	3.59	0.49	0.18
Saint Elizabeth Home, East Greenwich	73	3.57	0.44	0.10	39	3.62	0.40	0.13
Saint Elizabeth Manor, East Bay	49	3.39	0.46	0.13	38	3.75	0.36	0.12
Sakonnet Bay Manor	8	3.26	0.73	0.50	15	3.74	0.28	0.14
Scalabrini Villa	69	3.57	0.49	0.12	39	3.70	0.34	0.11
Scallop Shell Nursing & Rehabilitation Center, Inc.	57	3.65	0.33	0.09	31	3.71	0.32	0.11
Scandinavian Home, Inc.	43	3.72	0.35	0.11	32	3.95	0.18	0.06
Shady Acres, Inc.	21	3.41	0.66	0.28	23	3.67	0.62	0.25
Silver Creek Manor	42	3.52	0.44	0.13	41	3.58	0.44	0.14
South Bay Manor	13	3.67	0.43	0.23	22	3.69	0.40	0.17
South County Nursing & Subacute Center, Inc.	41	3.30	0.63	0.19	41	3.44	0.54	0.17
South Kingstown Nursing & Rehabilitation Center	46	3.51	0.41	0.12	36	3.54	0.62	0.20
St. Antoine Residence	138	3.73	0.33	0.06	48	3.66	0.50	0.14
St. Clare Home For The Aged	26	3.67	0.34	0.13	26	3.64	0.39	0.15
St. Joseph Hospital For Specialty Care	4	3.60	0.57	0.55	13	3.62	0.36	0.19

- Meals and Dining Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Steere House Nursing & Rehabilitation Center	51	3.37	0.67	0.18	33	3.55	0.44	0.15
Sunny View Nursing Home	33	3.59	0.37	0.13	23	3.93	0.16	0.06
The Clipper Home	29	3.48	0.41	0.15	30	3.75	0.29	0.10
The Friendly Home, Inc.	58	3.43	0.54	0.14	39	3.64	0.49	0.16
The Holiday Retirement Home, Inc.	94	3.46	0.54	0.11	46	3.82	0.34	0.10
The John Clarke Retirement Center	20	3.49	0.39	0.17	30	3.67	0.32	0.11
Tockwotton Home	18	3.75	0.32	0.15	20	3.68	0.27	0.12
Village At Waterman Lake	9	3.19	0.83	0.54	11	3.28	0.63	0.37
Village House Convalescent Home, Inc.	37	3.47	0.57	0.18	32	3.48	0.57	0.20
Watch Hill Care & Rehabilitation	31	3.29	0.63	0.22	24	3.35	0.59	0.24
Waterview Villa, Inc.	46	3.31	0.53	0.15	37	3.50	0.50	0.16
West Shore Health Center	50	3.35	0.63	0.18	40	3.53	0.53	0.16
West View Health Care Center	70	3.56	0.42	0.10	41	3.51	0.35	0.11
Westerly Health Center	25	3.23	0.65	0.26	38	3.54	0.59	0.19
Westerly Nursing Home, Inc.	39	3.70	0.35	0.11	25	3.72	0.33	0.13
Woodland Convalescent Center, Inc.	8	3.33	0.45	0.31	21	3.71	0.41	0.18
Woodpecker Hill	19	3.57	0.63	0.28	23	3.54	0.54	0.22
Woonsocket Health Centre	39	3.08	0.80	0.25	44	3.42	0.59	0.18

- Laundry Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Alpine Nursing Home, Inc.	27	3.78	0.51	0.19	22	3.91	0.33	0.14
Avalon Nursing Home	9	3.50	0.50	0.33	13	3.81	0.38	0.21
Ballou Home For The Aged	23	3.87	0.31	0.13	23	3.89	0.21	0.09
Bannister House, Inc.	10	3.30	0.48	0.30	31	3.52	0.66	0.23
Bay Tower Nursing Center, Inc.	13	3.58	0.86	0.47	30	3.68	0.52	0.18
Bayberry Commons	31	3.31	0.60	0.21	25	3.52	0.67	0.26
Berkshire Place	43	3.22	0.73	0.22	32	3.59	0.51	0.18
Bethany Home Of Rhode Island	20	3.83	0.37	0.16	16	3.91	0.27	0.13
Brentwood Nursing Home	39	3.47	0.56	0.18	14	3.79	0.43	0.22
Briarcliffe Manor	38	3.17	0.71	0.23	24	3.81	0.32	0.13
Cedar Crest Nursing Centre, Inc.	9	3.28	0.97	0.63	14	3.86	0.41	0.22
Charlesgate Nursing Center	29	2.98	0.85	0.31	26	3.62	0.52	0.20
Cherry Hill Manor	32	3.19	0.88	0.30	23	3.65	0.53	0.22
Courtland Place Health Center, Inc.	30	3.03	0.84	0.30	21	3.60	0.58	0.25
Cra-Mar Meadows	8	3.38	0.69	0.48	4	4.00	0.00	0.00
Crestwood Nursing & Conv Home, Inc.	23	3.61	0.52	0.21	13	3.50	0.71	0.38
Eastgate Nursing & Recovery Center, Inc.	18	3.61	0.58	0.27	28	3.84	0.33	0.12
Elmhurst Extended Care Facility	51	3.46	0.55	0.15	29	3.64	0.44	0.16
Elmwood Health Center	3	2.83	1.04	1.18	24	3.81	0.46	0.18
Emerald Bay Manor	2	3.00	1.41	1.96	7	3.79	0.39	0.29

- Laundry Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Epoch Senior Health Care On Blackstone Boulevard	8	3.25	0.38	0.26	12	3.79	0.45	0.25
Evergreen House Health Center	29	3.24	0.82	0.30	25	3.84	0.35	0.14
Forest Farm Health Care Center	9	3.33	0.66	0.43	9	4.00	0.00	0.00
Golden Crest Nursing Centre	27	3.19	0.74	0.28	18	3.58	0.60	0.28
Grace Barker Nursing Center, Inc.	16	3.78	0.41	0.20	22	3.89	0.26	0.11
Grand Islander Center	53	3.45	0.64	0.17	33	3.86	0.34	0.12
Grandview Center	28	3.52	0.57	0.21	20	3.68	0.41	0.18
Hallworth House	22	3.45	0.74	0.31	19	3.42	0.71	0.32
Harborside Healthcare Pawtuxet Rehabilitation & Nursing Center	17	3.38	0.74	0.35	18	3.61	0.58	0.27
Harborside/Greenwood Nursing & Rehabilitation Center	22	3.23	0.55	0.23	20	3.93	0.24	0.11
Harris Health Care Center-North	4	3.75	0.50	0.49	12	3.67	0.58	0.33
Harris Health Center, Llc	3	3.33	0.58	0.65	15	3.57	0.53	0.27
Hattie Ide Chaffee Home	17	3.71	0.44	0.21	22	3.95	0.15	0.06
Haven Health Center Of Coventry	56	3.15	0.77	0.20	30	3.75	0.41	0.15
Haven Health Center Of Greenville	40	2.99	0.80	0.25	21	3.60	0.49	0.21
Haven Health Center Of Pawtucket	17	2.74	0.69	0.33	23	3.65	0.49	0.20
Haven Health Center Of Warren	10	3.70	0.42	0.26	24	3.79	0.41	0.17
Heatherwood Nursing & Subacute Center	29	3.29	0.71	0.26	24	3.65	0.56	0.22

- Laundry Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Hebert Nursing Home, Inc.	53	3.72	0.42	0.11	33	3.88	0.31	0.10
Heritage Hills Nursing Centre	35	3.47	0.47	0.16	17	3.74	0.36	0.17
Hopkins Manor, Ltd.	58	3.44	0.71	0.18	31	3.79	0.38	0.13
Jeanne Jugan Residence - Little Sisters Of The Poor	34	3.99	0.09	0.03	23	3.89	0.21	0.09
Kent Regency Center/Genesis Eldercare	31	3.35	0.52	0.18	23	3.72	0.50	0.20
Kindred Heights Nursing & Rehabilitation Center	12	3.04	0.75	0.43	21	3.71	0.41	0.17
Linn Health Care Center	28	3.41	0.51	0.19	30	3.83	0.30	0.11
Mansion Nursing Home	14	3.43	0.96	0.50	19	3.89	0.21	0.09
Morgan Health Center	34	3.34	0.66	0.22	23	3.85	0.28	0.11
Mount St. Francis Health Center	42	3.15	0.64	0.19	29	3.71	0.37	0.13
Mount St. Rita Health Centre	39	3.76	0.41	0.13	34	3.81	0.39	0.13
Nancy Ann Nursing Home, Inc.	15	3.73	0.56	0.28	7	3.93	0.19	0.14
North Bay Manor	9	3.28	0.44	0.29	14	3.68	0.42	0.22
Oak Hill Nursing And Rehabilitation Center	43	3.23	0.65	0.19	27	3.63	0.64	0.24
Oakland Grove Health Care Center	49	3.28	0.64	0.18	29	3.78	0.47	0.17
Orchard View Manor Nursing & Rehabilitation Center	66	3.61	0.47	0.11	30	3.87	0.26	0.09
Overlook Nursing & Rehabilitation Center	56	3.76	0.37	0.10	28	3.84	0.36	0.13

- Laundry Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Park View Nursing Home	5	3.80	0.45	0.39	24	3.81	0.36	0.14
Pine Grove Health Center	18	3.14	0.59	0.27	19	3.68	0.51	0.23
Rhode Island Veterans Home	79	3.53	0.62	0.14	35	3.84	0.32	0.10
Riverview Healthcare Community	55	3.45	0.57	0.15	35	3.77	0.52	0.17
Roberts Health Centre, Inc.	23	3.48	0.51	0.21	18	3.86	0.29	0.13
Saint Elizabeth Home, East Greenwich	61	3.59	0.53	0.13	25	3.86	0.27	0.11
Saint Elizabeth Manor, East Bay	45	3.29	0.60	0.17	25	3.86	0.27	0.11
Sakonnet Bay Manor	8	3.25	0.60	0.41	11	3.82	0.25	0.15
Scalabrini Villa	67	3.79	0.36	0.09	26	3.87	0.33	0.13
Scallop Shell Nursing & Rehabilitation Center, Inc.	55	3.81	0.34	0.09	26	3.87	0.30	0.12
Scandinavian Home, Inc.	33	3.61	0.53	0.18	24	3.92	0.24	0.10
Shady Acres, Inc.	18	3.39	0.74	0.34	21	3.86	0.36	0.15
Silver Creek Manor	30	3.60	0.53	0.19	26	3.83	0.34	0.13
South Bay Manor	6	3.67	0.26	0.21	11	3.64	0.60	0.35
South County Nursing & Subacute Center, Inc.	27	3.06	0.73	0.27	27	3.56	0.80	0.30
South Kingstown Nursing & Rehabilitation Center	31	3.34	0.64	0.22	21	3.52	0.49	0.21
St. Antoine Residence	131	3.65	0.46	0.08	40	3.89	0.29	0.09
St. Clare Home For The Aged	23	3.54	0.52	0.21	19	3.89	0.21	0.09
St. Joseph Hospital For Specialty Care	0				0			

- Laundry Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Steere House Nursing & Rehabilitation Center	45	3.31	0.51	0.15	20	3.53	0.72	0.31
Sunny View Nursing Home	15	3.47	0.64	0.32	10	3.95	0.16	0.10
The Clipper Home	23	3.41	0.73	0.30	15	3.87	0.23	0.12
The Friendly Home, Inc.	51	3.67	0.48	0.13	34	3.84	0.42	0.14
The Holiday Retirement Home, Inc.	88	3.68	0.47	0.10	37	3.88	0.25	0.08
The John Clarke Retirement Center	21	3.71	0.41	0.17	21	3.83	0.33	0.14
Tockwotton Home	19	3.66	0.50	0.23	15	3.77	0.46	0.23
Village At Waterman Lake	8	3.69	0.46	0.32	7	3.43	0.79	0.58
Village House Convalescent Home, Inc.	36	3.35	0.66	0.22	25	3.90	0.25	0.10
Watch Hill Care & Rehabilitation	21	3.52	0.58	0.25	15	3.70	0.32	0.16
Waterview Villa, Inc.	43	3.41	0.60	0.18	22	3.68	0.48	0.20
West Shore Health Center	36	3.18	0.73	0.24	29	3.67	0.45	0.16
West View Health Care Center	62	3.55	0.60	0.15	23	3.78	0.36	0.15
Westerly Health Center	20	3.25	0.50	0.22	28	3.73	0.44	0.16
Westerly Nursing Home, Inc.	35	3.84	0.34	0.11	21	3.83	0.33	0.14
Woodland Convalescent Center, Inc.	8	3.56	0.42	0.29	21	3.43	0.73	0.31
Woodpecker Hill	19	3.61	0.46	0.21	17	3.88	0.28	0.13
Woonsocket Health Centre	32	2.80	0.97	0.33	32	3.67	0.45	0.16

- Resident Environment Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Alpine Nursing Home, Inc.	30	3.72	0.31	0.11	25	3.74	0.52	0.20
Avalon Nursing Home	11	3.66	0.50	0.30	14	3.80	0.29	0.15
Ballou Home For The Aged	28	3.66	0.38	0.14	24	3.88	0.21	0.08
Bannister House, Inc.	13	3.63	0.45	0.25	35	3.70	0.36	0.12
Bay Tower Nursing Center, Inc.	16	3.23	0.74	0.36	30	3.75	0.35	0.12
Bayberry Commons	46	3.50	0.61	0.18	34	3.60	0.54	0.18
Berkshire Place	49	3.53	0.52	0.15	42	3.49	0.57	0.17
Bethany Home Of Rhode Island	22	3.67	0.36	0.15	16	3.83	0.33	0.16
Brentwood Nursing Home	60	3.77	0.32	0.08	35	3.71	0.41	0.14
Briarcliffe Manor	39	3.11	0.86	0.27	30	3.64	0.54	0.19
Cedar Crest Nursing Centre, Inc.	53	3.47	0.58	0.16	43	3.71	0.30	0.09
Charlesgate Nursing Center	48	3.47	0.58	0.16	40	3.58	0.39	0.12
Cherry Hill Manor	66	3.38	0.65	0.16	44	3.53	0.51	0.15
Courtland Place Health Center, Inc.	37	3.38	0.59	0.19	27	3.52	0.54	0.20
Cra-Mar Meadows	26	3.80	0.36	0.14	22	3.93	0.17	0.07
Crestwood Nursing & Conv Home, Inc.	43	3.59	0.52	0.15	24	3.66	0.42	0.17
Eastgate Nursing & Recovery Center, Inc.	25	3.44	0.60	0.23	30	3.78	0.26	0.09
Elmhurst Extended Care Facility	71	3.58	0.48	0.11	45	3.66	0.43	0.13
Elmwood Health Center	5	3.10	0.74	0.65	26	3.53	0.42	0.16
Emerald Bay Manor	11	3.49	0.58	0.34	20	3.75	0.32	0.14

- Resident Environment Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Epoch Senior Health Care On Blackstone Boulevard	10	3.45	0.62	0.39	22	3.74	0.41	0.17
Evergreen House Health Center	55	3.37	0.66	0.17	43	3.66	0.34	0.10
Forest Farm Health Care Center	14	3.82	0.21	0.11	24	3.89	0.18	0.07
Golden Crest Nursing Centre	58	3.43	0.54	0.14	40	3.67	0.58	0.18
Grace Barker Nursing Center, Inc.	39	3.48	0.52	0.16	29	3.83	0.25	0.09
Grand Islander Center	73	3.54	0.45	0.10	41	3.70	0.48	0.15
Grandview Center	41	3.69	0.41	0.12	30	3.77	0.54	0.19
Hallworth House	30	3.62	0.48	0.17	24	3.65	0.46	0.18
Harborside Healthcare Pawtuxet Rehabilitation & Nursing Center	44	3.38	0.64	0.19	38	3.59	0.50	0.16
Harborside/Greenwood Nursing & Rehabilitation Center	45	3.35	0.55	0.16	39	3.82	0.28	0.09
Harris Health Care Center-North	5	3.80	0.45	0.39	15	3.67	0.43	0.22
Harris Health Center, Llc	5	3.80	0.33	0.29	16	3.69	0.52	0.26
Hattie Ide Chaffee Home	23	3.75	0.31	0.13	30	3.91	0.17	0.06
Haven Health Center Of Coventry	70	3.43	0.57	0.13	43	3.75	0.43	0.13
Haven Health Center Of Greenville	52	3.48	0.49	0.13	36	3.77	0.29	0.10
Haven Health Center Of Pawtucket	39	3.51	0.49	0.15	41	3.65	0.44	0.13
Haven Health Center Of Warren	20	3.35	0.63	0.28	28	3.70	0.44	0.16
Heatherwood Nursing & Subacute Center	31	3.47	0.51	0.18	36	3.79	0.31	0.10

- Resident Environment Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Hebert Nursing Home, Inc.	64	3.69	0.39	0.09	40	3.78	0.36	0.11
Heritage Hills Nursing Centre	60	3.52	0.51	0.13	33	3.76	0.27	0.09
Hopkins Manor, Ltd.	71	3.66	0.41	0.10	43	3.74	0.38	0.11
Jeanne Jugan Residence - Little Sisters Of The Poor	36	3.97	0.09	0.03	24	3.96	0.09	0.04
Kent Regency Center/Genesis Eldercare	45	3.67	0.41	0.12	40	3.63	0.45	0.14
Kindred Heights Nursing & Rehabilitation Center	14	3.43	0.54	0.28	21	3.78	0.30	0.13
Linn Health Care Center	35	3.47	0.50	0.17	31	3.70	0.33	0.12
Mansion Nursing Home	18	3.61	0.61	0.28	22	3.54	0.47	0.20
Morgan Health Center	53	3.36	0.51	0.14	32	3.74	0.38	0.13
Mount St. Francis Health Center	60	3.59	0.47	0.12	36	3.71	0.43	0.14
Mount St. Rita Health Centre	44	3.71	0.40	0.12	36	3.68	0.31	0.10
Nancy Ann Nursing Home, Inc.	15	3.88	0.19	0.09	6	3.96	0.10	0.08
North Bay Manor	27	3.42	0.60	0.23	22	3.80	0.26	0.11
Oak Hill Nursing And Rehabilitation Center	63	3.43	0.66	0.16	40	3.76	0.38	0.12
Oakland Grove Health Care Center	69	3.46	0.53	0.13	44	3.87	0.26	0.08
Orchard View Manor Nursing & Rehabilitation Center	91	3.57	0.53	0.11	46	3.72	0.32	0.09
Overlook Nursing & Rehabilitation Center	60	3.73	0.37	0.09	36	3.89	0.18	0.06

- Resident Environment Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Park View Nursing Home	11	3.77	0.34	0.20	31	3.82	0.24	0.09
Pine Grove Health Center	25	3.47	0.48	0.19	28	3.84	0.38	0.14
Rhode Island Veterans Home	109	3.73	0.41	0.08	51	3.75	0.36	0.10
Riverview Healthcare Community	71	3.55	0.50	0.12	45	3.70	0.39	0.11
Roberts Health Centre, Inc.	34	3.84	0.32	0.11	27	3.80	0.32	0.12
Saint Elizabeth Home, East Greenwich	77	3.80	0.34	0.08	35	3.82	0.29	0.10
Saint Elizabeth Manor, East Bay	59	3.65	0.46	0.12	34	3.73	0.42	0.14
Sakonnet Bay Manor	9	3.64	0.31	0.20	15	3.80	0.23	0.11
Scalabrini Villa	76	3.79	0.34	0.08	36	3.83	0.29	0.09
Scallop Shell Nursing & Rehabilitation Center, Inc.	58	3.76	0.34	0.09	31	3.76	0.32	0.11
Scandinavian Home, Inc.	43	3.71	0.46	0.14	31	3.87	0.22	0.08
Shady Acres, Inc.	22	3.56	0.53	0.22	23	3.76	0.34	0.14
Silver Creek Manor	52	3.63	0.44	0.12	37	3.73	0.38	0.12
South Bay Manor	15	3.68	0.50	0.26	23	3.82	0.32	0.13
South County Nursing & Subacute Center, Inc.	41	3.51	0.47	0.14	40	3.61	0.43	0.13
South Kingstown Nursing & Rehabilitation Center	49	3.44	0.58	0.16	36	3.66	0.36	0.12
St. Antoine Residence	146	3.81	0.32	0.05	48	3.79	0.30	0.09
St. Clare Home For The Aged	26	3.72	0.31	0.12	24	3.62	0.50	0.20
St. Joseph Hospital For Specialty Care	4	3.21	0.92	0.90	10	3.48	0.55	0.34

- Resident Environment Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Steere House Nursing & Rehabilitation Center	66	3.53	0.49	0.12	33	3.66	0.40	0.14
Sunny View Nursing Home	35	3.72	0.43	0.14	23	3.92	0.29	0.12
The Clipper Home	34	3.72	0.37	0.13	26	3.91	0.17	0.07
The Friendly Home, Inc.	64	3.63	0.52	0.13	39	3.82	0.29	0.09
The Holiday Retirement Home, Inc.	101	3.68	0.44	0.09	41	3.89	0.28	0.09
The John Clarke Retirement Center	25	3.63	0.48	0.19	28	3.68	0.28	0.10
Tockwotton Home	23	3.68	0.61	0.25	17	3.65	0.63	0.30
Village At Waterman Lake	10	3.58	0.39	0.24	13	3.45	0.54	0.29
Village House Convalescent Home, Inc.	43	3.65	0.40	0.12	32	3.69	0.43	0.15
Watch Hill Care & Rehabilitation	33	3.48	0.52	0.18	22	3.45	0.53	0.22
Waterview Villa, Inc.	50	3.63	0.40	0.11	38	3.70	0.42	0.13
West Shore Health Center	56	3.35	0.63	0.17	40	3.72	0.40	0.12
West View Health Care Center	74	3.69	0.39	0.09	39	3.58	0.44	0.14
Westerly Health Center	28	3.39	0.51	0.19	38	3.75	0.41	0.13
Westerly Nursing Home, Inc.	41	3.75	0.39	0.12	22	3.71	0.33	0.14
Woodland Convalescent Center, Inc.	11	3.43	0.50	0.30	21	3.68	0.32	0.14
Woodpecker Hill	23	3.74	0.35	0.14	22	3.72	0.44	0.18
Woonsocket Health Centre	44	3.45	0.66	0.19	43	3.79	0.35	0.10

- Facility Environment Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Alpine Nursing Home, Inc.	34	3.69	0.36	0.12	25	3.73	0.64	0.25
Avalon Nursing Home	11	3.64	0.60	0.35	16	3.72	0.28	0.14
Ballou Home For The Aged	28	3.79	0.33	0.12	24	3.96	0.11	0.05
Bannister House, Inc.	13	3.25	0.46	0.25	35	3.81	0.47	0.15
Bay Tower Nursing Center, Inc.	15	3.39	0.72	0.36	28	3.90	0.22	0.08
Bayberry Commons	45	3.33	0.63	0.18	36	3.71	0.49	0.16
Berkshire Place	51	3.45	0.61	0.17	42	3.74	0.42	0.13
Bethany Home Of Rhode Island	22	3.75	0.28	0.12	18	3.94	0.13	0.06
Brentwood Nursing Home	63	3.78	0.33	0.08	36	3.83	0.36	0.12
Briarcliffe Manor	42	3.31	0.76	0.23	33	3.82	0.36	0.12
Cedar Crest Nursing Centre, Inc.	55	3.42	0.54	0.14	44	3.89	0.26	0.08
Charlesgate Nursing Center	46	3.18	0.80	0.23	41	3.81	0.34	0.10
Cherry Hill Manor	67	3.29	0.68	0.16	45	3.81	0.38	0.11
Courtland Place Health Center, Inc.	37	3.42	0.54	0.17	30	3.74	0.48	0.17
Cra-Mar Meadows	27	3.82	0.29	0.11	22	3.98	0.07	0.03
Crestwood Nursing & Conv Home, Inc.	46	3.65	0.43	0.12	26	3.79	0.35	0.14
Eastgate Nursing & Recovery Center, Inc.	28	3.59	0.40	0.15	33	3.84	0.33	0.11
Elmhurst Extended Care Facility	76	3.54	0.46	0.10	44	3.79	0.40	0.12
Elmwood Health Center	5	3.12	0.87	0.76	27	3.88	0.28	0.11
Emerald Bay Manor	11	3.35	0.46	0.27	20	3.93	0.17	0.08

- Facility Environment Domain -								
	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Epoch Senior Health Care On Blackstone Boulevard	10	3.36	0.44	0.27	23	3.94	0.22	0.09
Evergreen House Health Center	56	3.36	0.54	0.14	44	3.80	0.41	0.12
Forest Farm Health Care Center	15	3.81	0.32	0.16	24	3.96	0.11	0.05
Golden Crest Nursing Centre	60	3.41	0.60	0.15	42	3.78	0.43	0.13
Grace Barker Nursing Center, Inc.	42	3.69	0.33	0.10	33	3.94	0.21	0.07
Grand Islander Center	74	3.53	0.47	0.11	41	3.92	0.27	0.08
Grandview Center	43	3.62	0.41	0.12	29	3.84	0.57	0.21
Hallworth House	29	3.74	0.42	0.15	27	3.69	0.56	0.21
Harborside Healthcare Pawtuxet Rehabilitation & Nursing Center	46	3.42	0.52	0.15	41	3.74	0.49	0.15
Harborside/Greenwood Nursing & Rehabilitation Center	47	3.22	0.57	0.16	38	3.85	0.40	0.13
Harris Health Care Center-North	6	3.83	0.41	0.33	15	3.76	0.53	0.27
Harris Health Center, Llc	5	3.68	0.18	0.16	16	3.94	0.18	0.09
Hattie Ide Chaffee Home	22	3.76	0.32	0.13	31	3.96	0.14	0.05
Haven Health Center Of Coventry	77	3.36	0.56	0.12	42	3.71	0.47	0.14
Haven Health Center Of Greenville	52	3.37	0.52	0.14	39	3.88	0.27	0.08
Haven Health Center Of Pawtucket	40	3.35	0.48	0.15	45	3.82	0.33	0.10
Haven Health Center Of Warren	19	3.32	0.51	0.23	29	3.87	0.36	0.13
Heatherwood Nursing & Subacute Center	34	3.28	0.58	0.20	37	3.82	0.37	0.12

- Facility Environment Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Hebert Nursing Home, Inc.	66	3.73	0.33	0.08	41	3.91	0.23	0.07
Heritage Hills Nursing Centre	60	3.54	0.48	0.12	34	3.83	0.28	0.09
Hopkins Manor, Ltd.	81	3.62	0.42	0.09	43	3.88	0.25	0.07
Jeanne Jugan Residence - Little Sisters Of The Poor	37	3.99	0.05	0.02	24	3.99	0.07	0.03
Kent Regency Center/Genesis Eldercare	46	3.64	0.46	0.13	43	3.78	0.48	0.14
Kindred Heights Nursing & Rehabilitation Center	15	3.35	0.55	0.28	24	3.76	0.55	0.22
Linn Health Care Center	36	3.41	0.49	0.16	33	3.76	0.32	0.11
Mansion Nursing Home	18	3.58	0.51	0.23	23	3.72	0.40	0.16
Morgan Health Center	56	3.21	0.51	0.13	39	3.87	0.31	0.10
Mount St. Francis Health Center	61	3.38	0.50	0.13	41	3.91	0.23	0.07
Mount St. Rita Health Centre	47	3.73	0.38	0.11	36	3.91	0.18	0.06
Nancy Ann Nursing Home, Inc.	15	3.93	0.12	0.06	6	4.00	0.00	0.00
North Bay Manor	28	3.36	0.64	0.24	25	3.77	0.42	0.16
Oak Hill Nursing And Rehabilitation Center	66	3.36	0.57	0.14	40	3.76	0.54	0.17
Oakland Grove Health Care Center	68	3.31	0.57	0.14	41	3.90	0.26	0.08
Orchard View Manor Nursing & Rehabilitation Center	91	3.55	0.43	0.09	49	3.87	0.28	0.08
Overlook Nursing & Rehabilitation Center	59	3.77	0.31	0.08	38	3.95	0.24	0.08

- Facility Environment Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Park View Nursing Home	13	3.68	0.42	0.23	31	3.70	0.50	0.18
Pine Grove Health Center	25	3.50	0.44	0.17	28	3.95	0.15	0.06
Rhode Island Veterans Home	109	3.57	0.48	0.09	50	3.84	0.40	0.11
Riverview Healthcare Community	75	3.56	0.43	0.10	47	3.67	0.61	0.17
Roberts Health Centre, Inc.	35	3.75	0.30	0.10	28	3.89	0.22	0.08
Saint Elizabeth Home, East Greenwich	78	3.83	0.29	0.06	35	3.84	0.32	0.11
Saint Elizabeth Manor, East Bay	61	3.61	0.38	0.09	38	3.90	0.44	0.14
Sakonnet Bay Manor	10	3.56	0.41	0.25	15	3.98	0.09	0.04
Scalabrini Villa	78	3.77	0.32	0.07	40	3.90	0.25	0.08
Scallop Shell Nursing & Rehabilitation Center, Inc.	60	3.85	0.26	0.06	32	3.93	0.18	0.06
Scandinavian Home, Inc.	43	3.77	0.32	0.09	32	4.00	0.00	0.00
Shady Acres, Inc.	25	3.65	0.46	0.18	24	3.90	0.30	0.12
Silver Creek Manor	55	3.64	0.39	0.10	41	3.96	0.15	0.05
South Bay Manor	17	3.68	0.43	0.20	21	3.89	0.35	0.15
South County Nursing & Subacute Center, Inc.	42	3.52	0.43	0.13	42	3.82	0.36	0.11
South Kingstown Nursing & Rehabilitation Center	53	3.53	0.50	0.14	38	3.79	0.39	0.12
St. Antoine Residence	151	3.80	0.29	0.05	49	3.86	0.29	0.08
St. Clare Home For The Aged	27	3.78	0.24	0.09	25	3.81	0.39	0.15
St. Joseph Hospital For Specialty Care	4	3.60	0.57	0.55	12	3.90	0.23	0.13

- Facility Environment Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Steere House Nursing & Rehabilitation Center	71	3.62	0.48	0.11	34	3.94	0.19	0.06
Sunny View Nursing Home	35	3.76	0.38	0.12	21	3.97	0.10	0.04
The Clipper Home	34	3.72	0.35	0.12	30	3.99	0.06	0.02
The Friendly Home, Inc.	67	3.69	0.41	0.10	40	3.75	0.56	0.17
The Holiday Retirement Home, Inc.	106	3.62	0.47	0.09	45	3.95	0.17	0.05
The John Clarke Retirement Center	25	3.66	0.36	0.14	30	3.86	0.33	0.12
Tockwotton Home	25	3.75	0.54	0.21	20	3.85	0.31	0.14
Village At Waterman Lake	11	3.40	0.46	0.27	11	3.76	0.42	0.25
Village House Convalescent Home, Inc.	42	3.59	0.36	0.11	34	3.77	0.41	0.14
Watch Hill Care & Rehabilitation	32	3.61	0.44	0.15	24	3.81	0.39	0.16
Waterview Villa, Inc.	54	3.55	0.50	0.13	38	3.80	0.32	0.10
West Shore Health Center	60	3.28	0.66	0.17	40	3.81	0.30	0.09
West View Health Care Center	75	3.73	0.32	0.07	41	3.83	0.43	0.13
Westerly Health Center	29	3.27	0.47	0.17	38	3.86	0.34	0.11
Westerly Nursing Home, Inc.	42	3.79	0.31	0.09	27	3.81	0.39	0.15
Woodland Convalescent Center, Inc.	11	3.38	0.73	0.43	21	3.79	0.60	0.26
Woodpecker Hill	23	3.72	0.33	0.13	23	3.88	0.42	0.17
Woonsocket Health Centre	47	3.29	0.66	0.19	43	3.79	0.38	0.11

- Overall Satisfaction Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Alpine Nursing Home, Inc.	35	3.83	0.28	0.09	24	3.83	0.24	0.10
Avalon Nursing Home	11	3.79	0.47	0.28	16	3.92	0.14	0.07
Ballou Home For The Aged	28	3.91	0.26	0.10	23	3.89	0.20	0.08
Bannister House, Inc.	12	3.61	0.42	0.24	34	3.53	0.48	0.16
Bay Tower Nursing Center, Inc.	15	3.41	0.68	0.35	30	3.61	0.61	0.22
Bayberry Commons	47	3.57	0.50	0.14	35	3.55	0.66	0.22
Berkshire Place	50	3.63	0.48	0.13	41	3.58	0.60	0.18
Bethany Home Of Rhode Island	22	3.81	0.29	0.12	15	3.75	0.41	0.21
Brentwood Nursing Home	62	3.89	0.25	0.06	35	3.72	0.50	0.17
Briarcliffe Manor	41	3.62	0.57	0.17	32	3.74	0.46	0.16
Cedar Crest Nursing Centre, Inc.	56	3.56	0.61	0.16	42	3.86	0.23	0.07
Charlesgate Nursing Center	45	3.47	0.69	0.20	40	3.58	0.42	0.13
Cherry Hill Manor	67	3.38	0.69	0.17	46	3.61	0.45	0.13
Courtland Place Health Center, Inc.	38	3.45	0.66	0.21	30	3.64	0.45	0.16
Cra-Mar Meadows	27	3.74	0.37	0.14	22	3.86	0.20	0.08
Crestwood Nursing & Conv Home, Inc.	46	3.80	0.35	0.10	24	3.79	0.33	0.13
Eastgate Nursing & Recovery Center, Inc.	28	3.65	0.47	0.18	32	3.66	0.46	0.16
Elmhurst Extended Care Facility	75	3.66	0.46	0.11	45	3.75	0.34	0.10
Elmwood Health Center	5	3.43	0.63	0.55	27	3.55	0.52	0.20
Emerald Bay Manor	11	3.61	0.33	0.20	18	3.88	0.21	0.10

- Overall Satisfaction Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Epoch Senior Health Care On Blackstone Boulevard	10	3.49	0.51	0.32	23	3.76	0.36	0.15
Evergreen House Health Center	56	3.48	0.58	0.15	42	3.65	0.57	0.17
Forest Farm Health Care Center	15	3.93	0.14	0.07	24	3.85	0.44	0.17
Golden Crest Nursing Centre	59	3.52	0.57	0.15	42	3.73	0.45	0.14
Grace Barker Nursing Center, Inc.	42	3.81	0.41	0.12	32	3.77	0.36	0.12
Grand Islander Center	72	3.70	0.46	0.11	40	3.79	0.39	0.12
Grandview Center	43	3.84	0.30	0.09	30	3.79	0.56	0.20
Hallworth House	31	3.80	0.35	0.12	25	3.66	0.39	0.15
Harborside Healthcare Pawtuxet Rehabilitation & Nursing Center	47	3.56	0.57	0.16	39	3.72	0.39	0.12
Harborside/Greenwood Nursing & Rehabilitation Center	46	3.47	0.57	0.16	40	3.75	0.36	0.11
Harris Health Care Center-North	6	4.00	0.00	0.00	15	3.64	0.63	0.32
Harris Health Center, Llc	5	3.46	0.30	0.27	16	3.85	0.28	0.14
Hattie Ide Chaffee Home	22	3.84	0.29	0.12	30	3.87	0.29	0.10
Haven Health Center Of Coventry	74	3.56	0.55	0.12	42	3.66	0.46	0.14
Haven Health Center Of Greenville	52	3.53	0.50	0.14	38	3.81	0.23	0.07
Haven Health Center Of Pawtucket	39	3.59	0.55	0.17	45	3.78	0.38	0.11
Haven Health Center Of Warren	18	3.37	0.64	0.30	29	3.67	0.60	0.22
Heatherwood Nursing & Subacute Center	34	3.52	0.61	0.21	38	3.82	0.27	0.08

- Overall Satisfaction Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Hebert Nursing Home, Inc.	65	3.74	0.46	0.11	41	3.80	0.32	0.10
Heritage Hills Nursing Centre	61	3.68	0.43	0.11	32	3.78	0.30	0.10
Hopkins Manor, Ltd.	80	3.77	0.33	0.07	43	3.83	0.37	0.11
Jeanne Jugan Residence - Little Sisters Of The Poor	37	3.98	0.07	0.02	24	3.96	0.08	0.03
Kent Regency Center/Genesis Eldercare	45	3.69	0.50	0.15	40	3.69	0.38	0.12
Kindred Heights Nursing & Rehabilitation Center	15	3.52	0.52	0.26	24	3.57	0.70	0.28
Linn Health Care Center	36	3.55	0.54	0.17	34	3.71	0.30	0.10
Mansion Nursing Home	20	3.75	0.49	0.22	24	3.45	0.49	0.20
Morgan Health Center	54	3.50	0.53	0.14	38	3.73	0.33	0.10
Mount St. Francis Health Center	62	3.65	0.49	0.12	41	3.62	0.39	0.12
Mount St. Rita Health Centre	47	3.78	0.37	0.11	34	3.86	0.25	0.09
Nancy Ann Nursing Home, Inc.	15	3.92	0.22	0.11	8	3.86	0.16	0.11
North Bay Manor	27	3.52	0.56	0.21	24	3.61	0.56	0.22
Oak Hill Nursing And Rehabilitation Center	64	3.49	0.57	0.14	39	3.76	0.43	0.14
Oakland Grove Health Care Center	70	3.52	0.52	0.12	45	3.78	0.33	0.10
Orchard View Manor Nursing & Rehabilitation Center	92	3.67	0.44	0.09	47	3.78	0.34	0.10
Overlook Nursing & Rehabilitation Center	61	3.91	0.18	0.05	37	3.93	0.15	0.05

- Overall Satisfaction Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Park View Nursing Home	12	3.83	0.30	0.17	30	3.77	0.32	0.11
Pine Grove Health Center	26	3.61	0.51	0.20	29	3.75	0.46	0.17
Rhode Island Veterans Home	112	3.81	0.35	0.07	49	3.78	0.33	0.09
Riverview Healthcare Community	75	3.67	0.49	0.11	45	3.73	0.49	0.14
Roberts Health Centre, Inc.	36	3.90	0.17	0.06	28	3.81	0.27	0.10
Saint Elizabeth Home, East Greenwich	78	3.91	0.22	0.05	38	3.78	0.31	0.10
Saint Elizabeth Manor, East Bay	61	3.83	0.28	0.07	37	3.88	0.25	0.08
Sakonnet Bay Manor	10	3.48	0.46	0.29	15	3.87	0.19	0.10
Scalabrini Villa	79	3.88	0.26	0.06	38	3.83	0.26	0.08
Scallop Shell Nursing & Rehabilitation Center, Inc.	60	3.93	0.19	0.05	32	3.83	0.21	0.07
Scandinavian Home, Inc.	44	3.80	0.37	0.11	31	3.93	0.13	0.05
Shady Acres, Inc.	24	3.78	0.42	0.17	23	3.80	0.41	0.17
Silver Creek Manor	56	3.82	0.33	0.09	40	3.79	0.34	0.11
South Bay Manor	17	3.80	0.37	0.17	22	3.80	0.34	0.14
South County Nursing & Subacute Center, Inc.	42	3.70	0.37	0.11	39	3.75	0.41	0.13
South Kingstown Nursing & Rehabilitation Center	54	3.66	0.49	0.13	37	3.71	0.42	0.13
St. Antoine Residence	152	3.89	0.23	0.04	48	3.82	0.35	0.10
St. Clare Home For The Aged	27	3.92	0.13	0.05	24	3.75	0.42	0.17
St. Joseph Hospital For Specialty Care	4	3.71	0.48	0.47	13	3.84	0.24	0.13

- Overall Satisfaction Domain -

	Family Survey				Resident Survey			
	Number of Responses	Score	Standard Deviation	95% Confidence Interval	Number of Responses	Score	Standard Deviation	95% Confidence Interval
Steere House Nursing & Rehabilitation Center	70	3.69	0.44	0.10	33	3.78	0.26	0.09
Sunny View Nursing Home	36	3.83	0.26	0.08	23	3.95	0.11	0.04
The Clipper Home	34	3.75	0.38	0.13	30	3.84	0.25	0.09
The Friendly Home, Inc.	67	3.82	0.35	0.08	40	3.76	0.41	0.13
The Holiday Retirement Home, Inc.	107	3.77	0.41	0.08	46	3.92	0.15	0.04
The John Clarke Retirement Center	25	3.82	0.28	0.11	30	3.79	0.30	0.11
Tockwotton Home	25	3.83	0.52	0.20	20	3.82	0.28	0.12
Village At Waterman Lake	11	3.79	0.32	0.19	12	3.64	0.48	0.27
Village House Convalescent Home, Inc.	42	3.80	0.33	0.10	33	3.72	0.45	0.15
Watch Hill Care & Rehabilitation	32	3.69	0.43	0.15	22	3.52	0.62	0.26
Waterview Villa, Inc.	55	3.70	0.42	0.11	38	3.80	0.33	0.11
West Shore Health Center	60	3.47	0.67	0.17	40	3.73	0.39	0.12
West View Health Care Center	74	3.89	0.25	0.06	37	3.79	0.27	0.09
Westerly Health Center	28	3.40	0.56	0.21	38	3.76	0.44	0.14
Westerly Nursing Home, Inc.	40	3.87	0.23	0.07	25	3.76	0.30	0.12
Woodland Convalescent Center, Inc.	10	3.55	0.63	0.39	21	3.76	0.47	0.20
Woodpecker Hill	23	3.78	0.35	0.14	23	3.79	0.41	0.17
Woonsocket Health Centre	49	3.50	0.62	0.17	45	3.68	0.48	0.14

Appendix E

Third Party Validation Letter

October 5, 2006

Dear Nursing Home Administrators and Subcommittee Members,

My name is Kim Kies, and I have been employed as an outside consultant to verify the data analysis results (or scoring) for the 2006 Resident Satisfaction Survey. I understand that the analysis results are integral to the ongoing commitment to high quality care in Rhode Island's nursing homes. Such a commitment necessitates a confirmation of the results (or scores) that will be used in upcoming quality improvement decisions. It is my pleasure to write that my analysis results for the 2006 Resident Satisfaction Survey are consistent with those of Vital Research.

Validation of the original results was conducted in the following manner.

1. Quality Partners provided a random sample of ten Public Data Reports, representing about ten percent (10%) of the total sample of nursing home reports.
2. After receiving the original data file, I ran descriptive statistics - including percentages and averages - for each survey question using the SPSS® statistical software package. [This involved my own programming 'code' (or computer language): I did not use code that was written by Vital Research, although they use both the SPSS® (secondary) and SAS® (primary) software packages in their analyses.]
3. Domain scores and averages were also computed according to the methods or rules outlined in Vital Research's Nursing Home Satisfaction Reports Users' Guide.
4. My results for each home were compared with the equivalent Nursing Home Resident Satisfaction Survey Public Data Report generated by Vital Research. I checked every question, domain, and total satisfaction score for all 10 nursing homes in the sample.

The 10% sample size is deemed adequate to confirm the remaining unchecked reports because the coding and analysis processes are replicated for all nursing homes. Furthermore, the procedures used for the validation check included some hand calculations and visual spot checks to ensure that any intricate domain calculation programming was functioning as intended. My conclusion is that the Resident Satisfaction Survey Public Data Report results can be interpreted with confidence.

I present to you these results as an outside, private consultant. I am not affiliated with Vital Research, Quality Partners, or the Rhode Island Department of Health. My confirmation of these results is backed by over 10 years of extensive experience in health research, data management and analysis. My experience is also backed with substantial methodological training through three graduate programs, one in public health.

Additional details about my qualifications can be noted from my curriculum vitae if necessary. Quality Partners will supply you with a copy, should you so request.

With best wishes for your success,



Kim Kies, MA, MPH

Appendix F

Distribution of Diamond Ratings

Resident Survey

Social Services			
	Frequency	Percent	Valid Percent
◆	5	5.4	6.8
◆◆	69	75.0	93.2
Total	74	80.4	100.0
Not applicable	18	19.6	
Total	92	100.0	

Therapy			
	Frequency	Percent	Valid Percent
◆	8	8.7	10.4
◆◆	69	75.0	89.6
Total	77	83.7	100.0
Not applicable	15	16.3	
Total	92	100.0	

Activities			
	Frequency	Percent	Valid Percent
◆	6	6.5	6.5
◆◆	73	79.3	79.3
◆◆◆	13	14.1	14.1
Total	92	100.0	100.0

Choice			
	Frequency	Percent	Valid Percent
◆	7	7.6	7.6
◆◆	76	82.6	82.6
◆◆◆	9	9.8	9.8
Total	92	100.0	100.0

Direct Care and Nursing Staff			
	Frequency	Percent	Valid Percent
◆	6	6.5	6.5
◆◆	73	79.3	79.3
◆◆◆	13	14.1	14.1
Total	92	100.0	100.0

Administration			
	Frequency	Percent	Valid Percent
◆	6	6.5	6.5
◆◆	72	78.3	78.3
◆◆◆	14	15.2	15.2
Total	92	100.0	100.0

Meals & Dining			
	Frequency	Percent	Valid Percent
◆	5	5.4	5.4
◆◆	74	80.4	80.4
◆◆◆	13	14.1	14.1
Total	92	100.0	100.0

Laundry			
	Frequency	Percent	Valid Percent
◆	4	4.3	4.4
◆◆	77	83.7	84.6
◆◆◆	10	10.9	11.0
Total	91	98.9	100.0
Not applicable	1	1.1	
Total	92	100.0	

Resident Environment			
	Frequency	Percent	Valid Percent
◆	7	7.6	7.6
◆◆	73	79.3	79.3
◆◆◆	12	13.0	13.0
Total	92	100.0	100.0

Facility Environment			
	Frequency	Percent	Valid Percent
◆	1	1.1	1.1
◆◆	72	78.3	78.3
◆◆◆	19	20.7	20.7
Total	92	100.0	100.0

Overall Satisfaction			
	Frequency	Percent	Valid Percent
◆	6	6.5	6.5
◆◆	75	81.5	81.5
◆◆◆	11	12.0	12.0
Total	92	100.0	100.0

Total Score - All Domains			
	Frequency	Percent	Valid Percent
◆	5	5.4	5.4
◆◆	72	78.3	78.3
◆◆◆	15	16.3	16.3
Total	92	100.0	100.0

Family Survey

Admissions			
	Frequency	Percent	Valid Percent
◆	9	9.8	9.8
◆◆	68	73.9	73.9
◆◆◆	15	16.3	16.3
Total	92	100.0	100.0

Social Services			
	Frequency	Percent	Valid Percent
◆	6	6.5	6.5
◆◆	71	77.2	77.2
◆◆◆	15	16.3	16.3
Total	92	100.0	100.0

Therapy			
	Frequency	Percent	Valid Percent
◆	6	6.5	6.5
◆◆	76	82.6	82.6
◆◆◆	10	10.9	10.9
Total	92	100.0	100.0

Activities			
	Frequency	Percent	Valid Percent
◆	7	7.6	7.6
◆◆	73	79.3	79.3
◆◆◆	12	13.0	13.0
Total	92	100.0	100.0

Choice			
	Frequency	Percent	Valid Percent
◆	5	5.4	5.4
◆◆	81	88.0	88.0
◆◆◆	6	6.5	6.5
Total	92	100.0	100.0

Direct Care and Nurse Aides			
	Frequency	Percent	Valid Percent
◆	10	10.9	10.9
◆◆	70	76.1	76.1
◆◆◆	12	13.0	13.0
Total	92	100.0	100.0

Professional Nurses			
	Frequency	Percent	Valid Percent
◆	11	12.0	12.0
◆◆	63	68.5	68.5
◆◆◆	18	19.6	19.6
Total	92	100.0	100.0

Administration			
	Frequency	Percent	Valid Percent
◆	5	5.4	5.4
◆◆	72	78.3	78.3
◆◆◆	15	16.3	16.3
Total	92	100.0	100.0

Meals & Dining			
	Frequency	Percent	Valid Percent
◆	13	14.1	14.1
◆◆	67	72.8	72.8
◆◆◆	12	13.0	13.0
Total	92	100.0	100.0

Laundry			
	Frequency	Percent	Valid Percent
◆	9	9.8	9.9
◆◆	67	72.8	73.6
◆◆◆	15	16.3	16.5
Total	91	98.9	100.0
Not applicable	1	1.1	
Total	92	100.0	

Resident Environment			
	Frequency	Percent	Valid Percent
◆	9	9.8	9.8
◆◆	71	77.2	77.2
◆◆◆	12	13.0	13.0
Total	92	100.0	100.0

Facility Environment			
	Frequency	Percent	Valid Percent
◆	17	18.5	18.5
◆◆	59	64.1	64.1
◆◆◆	16	17.4	17.4
Total	92	100.0	100.0

Overall Satisfaction (General Questions)			
	Frequency	Percent	Valid Percent
◆	13	14.1	14.1
◆◆	64	69.6	69.6
◆◆◆	15	16.3	16.3
Total	92	100.0	100.0

Total Score - All Domains			
	Frequency	Percent	Valid Percent
◆	14	15.2	15.2
◆◆	61	66.3	66.3
◆◆◆	17	18.5	18.5
Total	92	100.0	100.0