2015 Maryland Nursing Facility Short Stay Resident Survey

Golden Living Center - Westminster

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I. Introduction

The Maryland Health Care Commission (MHCC) family experience of care initiative began in 2005 with a pilot survey intended to guide the start of an annual process. The purpose of the initiative is to measure the experience and satisfaction of family members and other designated responsible parties of residents in Maryland's nursing homes. In 2010 the MHCC expanded the initiative to collect information about the experience of nursing home residents with a short stay in the nursing home. In collaboration with the Agency for Healthcare Research and Quality (AHRQ) Consumer Assessment of Healthcare Providers and Systems (CAHPS) team, a short stay resident experience of care survey was introduced. The project's specific objectives are to provide: (1) measures of short-stay residents' experience and satisfaction; and (2) comparisons of experience and satisfaction measures between nursing facilities in Maryland.

Survey results from a Short Stay pilot were sent to facilities in 2010 and the survey process was repeated again in 2012, 2013, 2014 and 2015. The purpose of this report is to present the 2015 survey process and facility specific and statewide results for 2015. Comparisons to the 2012-2014 survey results are provided where applicable.

The 2015 Maryland Nursing Facility Short Stay Resident Survey results highlights are:

- Golden Living Center - Westminster received an overall rating of 5.9. The 2015 statewide overall rating average was 7.5 out of a possible 10.

- This facility received a rating of 6.1 for overall care by staff. The 2015 statewide average rating for the overall care by staff was 7.8 out of a possible 10.

- In 2015, 60% of residents would recommend Golden Living Center - Westminster. Statewide, 79% of residents indicated that they would recommend the facility about which they were surveyed.

II. Description of Sample

The Short Stay Resident Survey consisted of 194 nursing facilities in Maryland that had one or more residents with a stay of at least 5 days but less than 100 days. These facilities provided a list of residents who met the length of stay criteria and were discharged alive between December 1, 2014 and March 1, 2015. Out of the 194 eligible facilities, 171 facilities provided a list that had at least one resident who met the eligibility criteria.

It is important to note that nursing home residents with stays of 100 days or longer did not participate in this survey, so the experience and satisfaction of residents with long term nursing care or rehabilitation needs are not captured by the results of the Short Stay Resident Survey.

A survey packet consisting of a letter explaining the purpose of the survey and requesting participation, as well as the actual questionnaire and a postage-paid business reply envelope was sent to each resident who met the eligibility criteria.

III. Summary of Survey Methods

A total of 171 nursing facilities throughout the state of Maryland submitted a resident list for the Short Stay Resident Survey. Using the exclusion criteria below, programs were developed to identify which residents met the requirement for inclusion in the survey.

- Stay was less than 5 days or greater than 100 days
- Address for resident is incomplete or insufficient for mailing
- Resident was discharged to a nursing home or health care facility
- Resident's address is outside the United States
- Resident is deceased

The list obtained after exclusions became the mailing list used to contact potential respondents. In all, surveys were mailed to 8,403 residents. The first survey packet was mailed on March 27, 2015. A follow-up reminder postcard was sent on April 3, 2015, approximately one week following the initial mailing.

A second survey packet was sent on May 7, 2015 to those who had not yet responded to the survey. Follow-up telephone calls were made to residents from all facilities to maximize the response rates and obtain completed surveys. Follow-up calls began on May 26, 2015 and ended on June 12, 2015. Calls were conducted from 9 AM to 9 PM on weekdays.

A total of 3,407 eligible surveys were received through June 15, 2015 out of 8,403 mailed, resulting in a final response rate of 44% for all facilities. A total of 89% of all surveys were completed by mail and 11% were completed over the telephone. Table A below summarizes the final 2015 Maryland Nursing Facility Short Stay Resident Survey sample.

Table A: 2015 Maryland Nursing Facility Short Stay Resident Survey Sample Summary

	Total Participating Facilities	Total Surveys Mailed	Total Eligible Respondents	Response Rate*
Overall	171	8,403	3,407	44%
Golden Living Center - Westminster	---	44	24	60%

**The response rate is calculated by dividing the number of eligible respondents by the total number of surveys mailed minus the number of undelivered surveys.*

IV. Description of Survey Instrument

Respondents were asked to complete a survey about their experience and satisfaction with the facility and care provided to them during their stay. The 2015 survey consisted of 52 questions: 39 relating to the stay in the nursing facility, 4 about leaving the nursing home, 2 concerning available assistance for completing the survey, 5 about the demographics of the resident and 2 about the survey itself.

The 2015 survey contained 3 overall measures of satisfaction and a number of items which assessed six domains or aspects of residents' life and care:

1. Facility Environment
2. Care Provided
3. Respect and Communication
4. Autonomy and Personal Choice
5. Activities
6. Transition to Home

Within each domain, respondents rated different aspects of the resident's life and care.

V. How to Read and Interpret the Results

This report contains tables and charts that display results for this facility and the average statewide ratings for each of the six domains and the three overall measures. The ratings were calculated by adding the rating given by each individual who responded to the question divided by the total number of responses.

Domain level ratings in the report are presented as averages on a scale of 0 to 10. The domain ratings are calculated by averaging the ratings on the 11-point scale (where 0=Worst and 10=Best) across all the valid questions within that domain. The overall experience ratings are also presented as an average on a 0 to 10 scale. The overall recommendation rating is presented as the percentage of respondents recommending the nursing home.

Two types of questions were used throughout the 2015 survey.

- Sixteen of the 43 questions about the facility are rated on a 0 to 10 scale, with 0 being "Worst" and 10 being "Best." For the items rated on a 0 to 10 scale, the ratings represents the average score (i.e., the ratings provided by each respondent are added together then divided by the total number of responses to the question).
- Twenty-seven of the 43 questions about the facility are rated on a "Yes" or "No" scale with some questions also including an option for "Sometimes." While the "Yes" response is typically the affirmative response to a question, certain questions are worded so that a "No" response is the desirable answer. An example of this is Question 22: "When you were in the nursing home, were you bothered by noise during the day?" In this case, the percentage of "No" responses is reported. The Appendix has a table with all "Yes," "No" or "Sometimes" responses broken out for those questions.

If you are using the results for internal quality improvement, it is important that you consider the distribution of "Yes," "No" and "Sometimes" responses. A "Sometimes" response can have different meanings. For example, Question 31 asks: "When you were in the nursing home, was there a pitcher of water or something to drink where you could reach it by yourself?" A "Yes" response to this question is a positive response. A "Sometimes" response to this question, while not optimal, is better than a "No" response. Facilities with a high percentage of "Sometimes" responses to questions should review their procedures and, if needed, implement steps to achieve higher positive responses.

The survey item ratings are based on a sample of respondents (that is, not the entire population of respondents) and as in any survey, there is a margin of error associated with the estimates. Determination of the actual average rating would require surveying the entire population of residents.

To assist facilities in better understanding results, this report also includes tests of statistically significant differences. These tests are designed to help determine: 1) whether the facility's scores are higher or lower than statewide scores; and 2) how the facility's scores compare to prior years. This statistic is displayed under the column heading "Significant Difference" or "Diff" in the tables. Areas where the 2015 facility score is significantly higher compared to past years or significantly higher than the statewide score will contain an up arrow (↑). Areas where the facility has a significantly lower score will contain a down arrow (↓). Comparisons are made using 95% confidence intervals.

In section VI that follows, Figure 1 and Table 1 show the 2012-2015 domain scores for the facility. Figure 2 and Table 2 compare the facility and statewide domain scores for the current year.

Note: For confidentiality purposes, any question containing less than 10 total responses for a facility has not been reported. Results for these questions have been replaced with "NR" (for not reported) in the charts and tables. This is done to prevent the possible identification of individual respondents and because the results may not be representative of the larger population of residents.

VI. Domain Ratings

Table 1 shows the domain scores for Golden Living Center - Westminster for the years 2012-2015; this allows the six domains to be directly compared to each other across multiple years of survey administration (if applicable).[1] Results for the years 2012-2015 are shown in Figure 1. Items rated on a scale of 0-10; higher scores are better.

Figure 1. 2012-2015 Domain Scores for Golden Living Center - Westminster

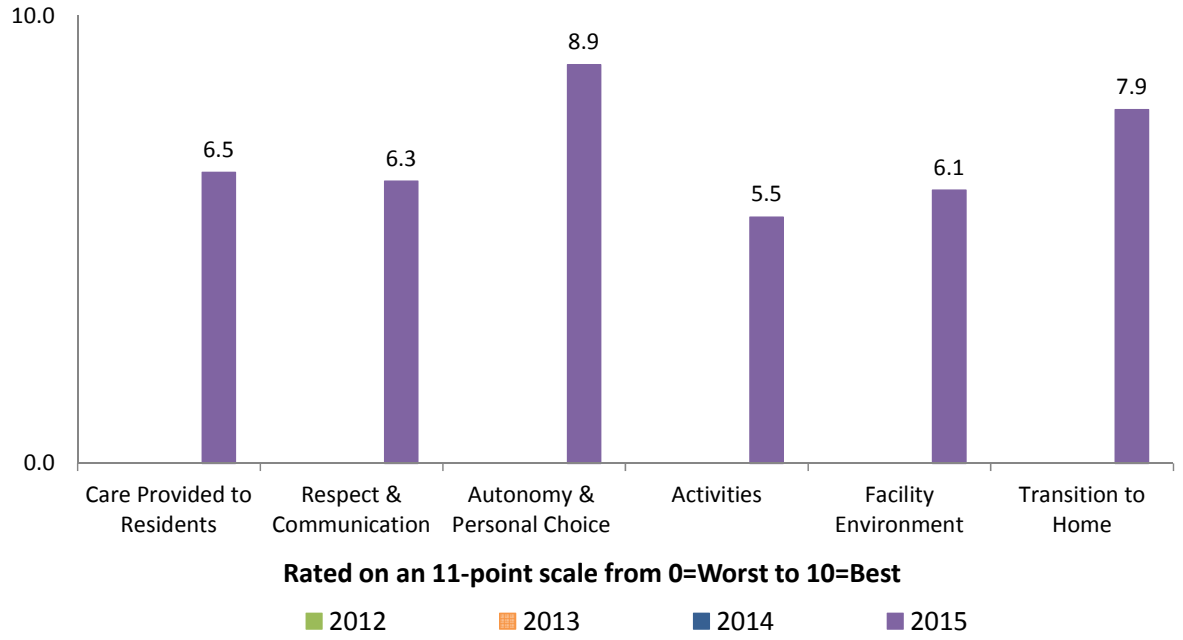

Table 1. 2012-2015 Domain Scores for Golden Living Center - Westminster

	2012	2013	2014	2015	Significant Difference
Care Provided to Residents	NR	NR	NR	**6.5**	
Respect & Communication	NR	NR	NR	**6.3**	
Autonomy & Personal Choice	NR	NR	NR	**8.9**	
Activities	NR	NR	NR	**5.5**	
Facility Environment	NR	NR	NR	**6.1**	
Transition to Home	NR	NR	NR	**7.9**	

An up arrow (↑) indicates that the 2015 facility score is statistically significantly higher than in previous years (at 95% confidence). A down arrow (↓) indicates that the 2015 score is significantly lower compared to previous years. Blank cells indicate no difference.

[1] Some facilities may have missing data for certain years. This occurs when a facility opened after the year 2012, has less than 10 responses for a question or domain, did not participate in a given year, or for other reasons.

Figure 2. Comparing 2015 Facility and Statewide Domain Scores

Items rated on a scale of 0-10; higher scores are better.

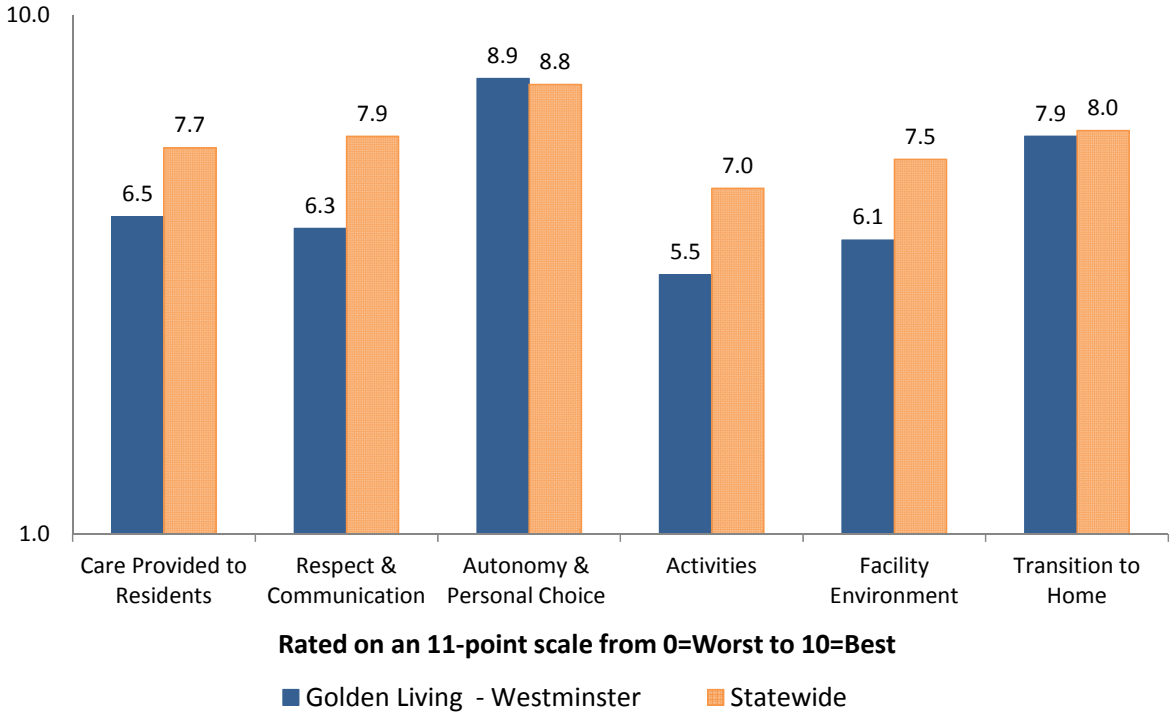

Table 2. Comparing 2015 Facility and Statewide Domain Scores

	Golden Living - Westminster	Statewide	
	Score	**Score**	**Diff**
Care Provided to Residents	**6.5**	7.7	
Respect & Communication	**6.3**	7.9	↓
Autonomy & Personal Choice	**8.9**	8.8	
Activities	**5.5**	7.0	
Facility Environment	**6.1**	7.5	↓
Transition to Home	**7.9**	8.0	

An up arrow (↑) indicates that your facility has a significantly higher average score than the state for 2015, a down arrow (↓) indicates that your facility's score is significantly lower for 2015 (at 95% confidence). Blank cells indicate no difference.

VII. Overall Experience Ratings

Three questions were included in the survey to assess a discharged resident's overall experience and satisfaction with the nursing facility. The first item asked respondents to rate the care they received from the nursing home staff on a scale of 0 to 10 (with "0" being the worst possible care and "10" being the best possible care). Overall ratings were calculated by adding the rating given by each individual who responded to the question divided by the total number of responses.

The second overall experience and satisfaction item asks respondents what number they would use to rate the nursing home on a scale of 0 to 10 (with "0" being the worst possible rating and "10" being the best possible rating). The third overall experience and satisfaction item is the percentage of respondents answering "Definitely Yes" or "Probably Yes" to whether they would recommend the nursing facility.

Table 3 displays the results for the three overall experience questions for Golden Living Center - Westminster from 2012-2015; this allows the three overall questions to be compared for multiple years of survey administration (if applicable).[2] Statewide results for 2015 are included along with the results for Golden Living Center - Westminster in Table 4 and Figure 4.

As with the individual domains, each overall measure of satisfaction for the facility is compared to the state and with the facility's results from 2012-2015. Significant differences are noted in Tables 3 and 4 with an up arrow (↑) when the facility's 2015 score is significantly higher than the state or the facility's results from past years, or a down arrow (↓) when it is significantly lower. Comparisons are made using 95% confidence intervals.

[2] Some facilities may have missing data for certain years. This occurs when a facility opened after the year 2012, has less than 10 responses for a question or domain, did not participate in a given year, or for other reasons.

Figure 3. 2012-2015 Overall Ratings for Golden Living Center - Westminster

The overall rating of care and overall nursing home rating scale used is from 0-10; higher scores are better.

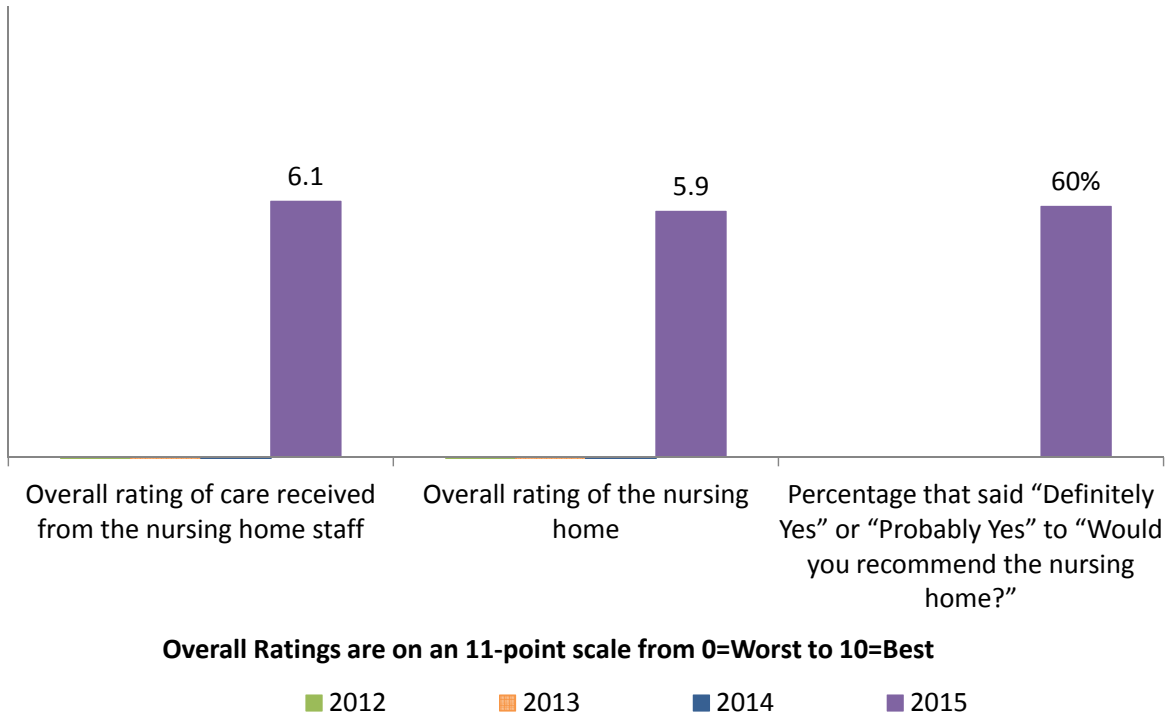

Table 3. 2012-2015 Overall Ratings for Golden Living Center - Westminster

	2012	2013	2014	2015	Significant Difference
Overall rating of care received from the nursing home staff	NR	NR	NR	**6.1**	
Overall rating of the nursing home	NR	NR	NR	**5.9**	
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	NR	NR	NR	**60%**	

An up arrow (↑) indicates that the 2015 facility score is statistically significantly higher than in previous years (at 95% confidence). A down arrow (↓) indicates that the 2015 score is significantly lower compared to previous years. Blank cells indicate no difference.

Figure 4. Comparing 2015 Facility and Statewide Overall Ratings

Overall rating of care scale used is from 0-10; higher scores are better.

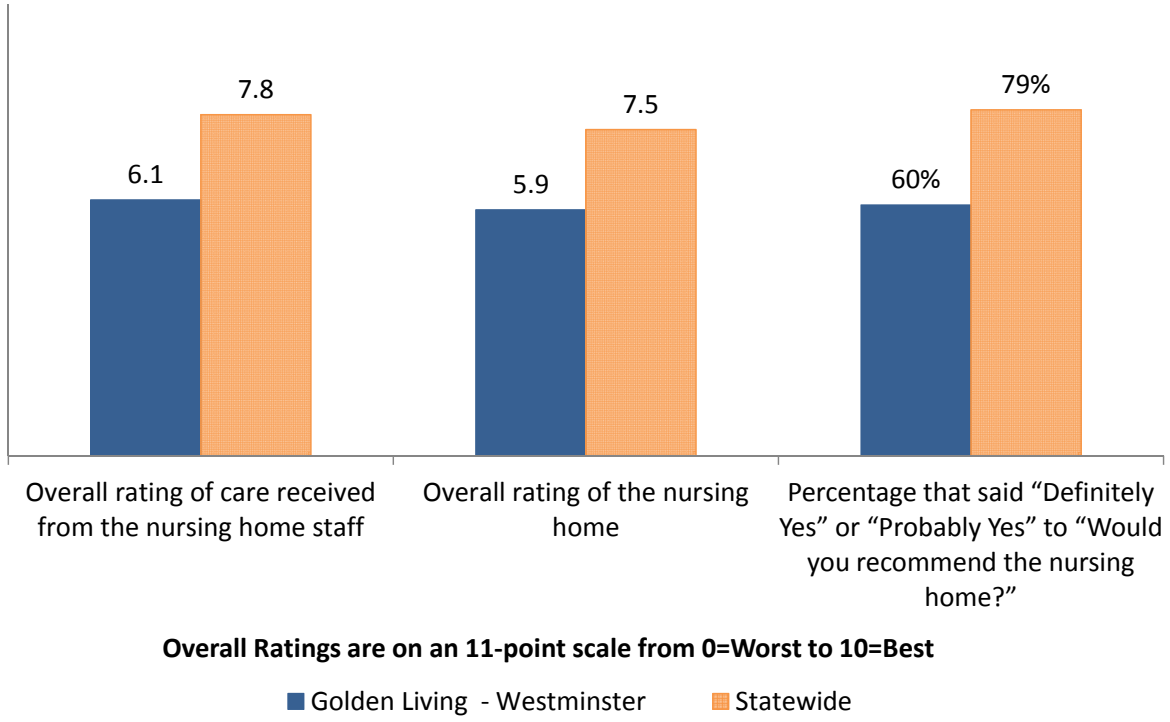

Table 4. Comparing 2015 Facility and Statewide Overall Ratings

	Golden Living - Westminster	Statewide	
	Score	**Score**	**Diff**
Overall rating of care received from the nursing home staff	**6.1**	7.8	↓
Overall rating of the nursing home	**5.9**	7.5	↓
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	**60%**	79%	

An up arrow (↑) indicates that your facility has a significantly higher average score than the state for 2015, a down arrow (↓) indicates that your facility's score is significantly lower for 2015 (at 95% confidence). Blank cells indicate no difference.

VIII. Item-Level Ratings

This section provides a summary of each of the items that are used in calculating the six domain scores. Questions were evaluated using either an 11-point scale (0 meaning “Worst” to 10 meaning “Best”) or as Yes/No or Yes/Sometimes/No options. In addition, there were three questions that evaluated the overall experience and level of care provided by the nursing home. Please note that:

- Item scores are calculated by averaging responses for each question across all respondents, resulting in a score ranging from 0 to 10.
- In the case of Yes/No questions, the percentage of those responding “Yes” for positively worded questions and “No” for negatively worded questions is presented in the tables.
- Responsible parties who indicated they did not know, were unsure, or that an item was not applicable were not included in these calculations.

The table below classifies the survey items by the different areas of life and care. The scores listed under the header "2015" represent your facility scores for the current year. For purposes of comparison, the table includes two additional columns: the facility's results for 2014 (if applicable) and the statewide average under the heading "Statewide.” Significant differences between Golden Living Center - Westminster and the other scores are noted with an up arrow (↑) or down arrow (↓). Comparisons are made using 95% confidence intervals.

Low scoring items indicate a low level of satisfaction and experience and high scores indicate a high level of satisfaction and experience[3]. These items can help you identify specific personal care categories or attributes that need further evaluation. Specific items can also help identify aspects of domain areas that received lower scores.

Please note that questions in italics are ones that were used in the domain calculations. Also note that any item with less than 10 responses has been suppressed for confidentiality purposes. “NR” in the score column indicates that an item has not been reported due to insufficient response.

[3]For the majority of the scale items, 4 (meaning Always) is a positive response. For example, Question 12 reads: “…how often were you involved as much as you wanted in care decisions?” However, Questions 14 and 24 use a reverse 4-point scale where Always is a negative response. To maintain consistency of results, the scale for these two questions has been reversed in the results so that 1=Always and 4=Never and, like the other items, high average scores still represent high levels of experience and satisfaction.

Table B. Facility Item Level Scores for Golden Living Center - Westminster

	Golden Living - Westminster			Statewide	
Question	**2015**	**2014**	**Diff**	**2015**	**Diff**
Overall Care					
Q17: Overall, what number would you use to rate the care you got from the nursing home staff?	6.1	NR		7.8	↓
Q20: Overall, what number would you use to rate the nursing home?	5.9	NR		7.5	↓
Q39: Would you recommend the nursing home to others? (% Yes)**	60%	NR		79%	
Care Provided					
Q8. Thinking about when you were in the nursing home, what number would you use to rate how well the medicine to help with aches or pain worked?	7.0	NR		7.6	
Q9. What number would you use to rate how well the nursing home staff helped you when you had pain?	6.1	NR		7.6	
Q10. What number would you use to rate how well the nursing home staff did everything they could to manage your pain?	5.7	NR		7.6	
Q11. What number would you use to rate how quickly the nursing home staff came when you called for help?	5.1	NR		6.4	
Q12. When you were in the nursing home, did the staff help you get dressed, take a shower, or go to the toilet? (% Yes)	86%	NR		74%	
Q13. What number would you use to rate how gentle the nursing home staff were when they helped you?	6.6	NR		8.1	↓
Q19. Thinking about when you were in the nursing home, what number would you use to rate the special therapy you got?	8.1	NR		8.4	
Q25. When you were in the nursing home, did you visit a doctor for medical care outside the nursing home? (% Yes)	NR	NR		40%	
Q26. When you were in the nursing home, did you visit a doctor for medical care inside the nursing home? (% Yes)	62%	NR		55%	
Q28. When you were in the nursing home, were you ever left sitting or laying in the same position so long that it hurt? (% No)	NR	NR		55%	
Q33. When you were in the nursing home, did the staff make sure you had enough personal privacy when you dressed, took a shower, or bathed? (% Yes)	79%	NR		89%	

Averages are rated on a scale of 0-10. Higher ratings are better.

***Percent "Yes" is a combination of those responding "Probably Yes" and "Definitely Yes."*

An up arrow (↑) indicates that the 2015 facility score is statistically significantly higher compared to the statewide score or the facility's score in 2014; a down arrow (↓) indicates that the facility's score is significantly lower (at 95% confidence). Blank cells indicate no difference.

"NR" means that there were less than 10 responses for that item and the facility score has not been reported because of low response. Questions shown in italics are the questions used to calculate domain scores.

Table B. Facility Item Level Scores for Golden Living Center - Westminster (continued)

	Golden Living - Westminster			Statewide	
Question	**2015**	**2014**	**Diff**	**2015**	**Diff**
Respect & Communication					
Q14. What number would you use to rate how respectful the nursing home staff were to you?	6.8	NR		8.1	
Q15. What number would you use to rate how well the nursing home staff listened to you?	5.9	NR		7.7	↓
Q16. What number would you use to rate how well the nursing home staff explained things in a way that was easy to understand?	6.3	NR		7.8	
Autonomy & Personal Choice					
Q34. When you were in the nursing home, could you choose what time you went to bed? (% Yes)	86%	NR		87%	
Q35. When you were in the nursing home, could you choose what clothes you wore? (% Yes)	91%	NR		91%	
Q36. When you were in the nursing home, could you choose what activities you did there? (% Yes)	75%	NR		74%	

Averages are rated on a scale of 0-10. Higher ratings are better.

An up arrow (↑) indicates that the 2015 facility score is statistically significantly higher compared to the statewide score or the facility's score in 2014; a down arrow (↓) indicates that the facility's score is significantly lower (at 95% confidence). Blank cells indicate no difference.

"NR" means that there were less than 10 responses for that item and the facility score has not been reported because of low response. Questions shown in italics are the questions used to calculate domain scores.

Table B. Facility Item Level Scores for Golden Living Center - Westminster (continued)

	Golden Living - Westminster			Statewide	
Question	**2015**	**2014**	**Diff**	**2015**	**Diff**
Facility Environment					
Q1. What number would you use to rate the food at the nursing home?	6.3	NR		6.1	
Q3. When you ate in the dining room in the nursing home, what number would you use to rate how much you enjoyed mealtimes?	4.6	NR		6.9	↓
Q4. What number would you use to rate how comfortable the temperature was in the nursing home?	6.8	NR		7.3	
Q5. Think about all the different areas of the nursing home. What number would you use to rate how clean the nursing home was?	6.5	NR		7.9	↓
Q6. What number would you use to describe how safe and secure you felt in the nursing home?	6.5	NR		8.2	↓
Q21. When you were in the nursing home, was the area around your room quiet at night? (% Yes)	NR	NR		61%	
Q22. When you were in the nursing home, were you bothered by noise in the nursing home during the day? (% No)	57%	NR		70%	
Q24. When you had visitors in the nursing home, could you find a place to visit in private? (% Yes)	NR	NR		76%	
Q29. When you were in the nursing home, were you able to move your arms to reach things that you wanted? (% Yes)	59%	NR		76%	
Q30. When you were in the nursing home, could you reach the call button by yourself? (% Yes)	78%	NR		88%	
Q31. When you were in the nursing home, was there a pitcher of water or something to drink where you could reach it by yourself? (% Yes)	56%	NR		79%	↓
Q37. When you were in the nursing home, were there enough organized activities for you to do on the weekends? (% Yes)	NR	NR		55%	
Q38. When you were in the nursing home, were there enough organized activities for you to do during the week? (% Yes)	NR	NR		66%	
Transition to Home					
Q40. Before leaving the nursing home, did the nursing home staff talk with you about whether you would have the help you needed after you left? (% Yes)	71%	NR		84%	
Q41. Before leaving the nursing home, did you get information in writing about what symptoms or health problems to look out for? (% Yes)	62%	NR		71%	
Q42. Before leaving the nursing home, did the nursing home staff tell you what your medicines were for? (% Yes)	90%	NR		79%	
Q43. When I left the nursing home, I clearly understood the purpose for taking each of my medications. (% Yes)	85%	NR		86%	

Averages are rated on a scale of 0-10. Higher ratings are better.

An up arrow (↑) indicates that the 2015 facility score is statistically significantly higher compared to the statewide score or the facility's score in 2014; a down arrow (↓) indicates that the facility's score is significantly lower (at 95% confidence). Blank cells indicate no difference.

"NR" means that there were less than 10 responses for that item and the facility score has not been reported because of low response. Questions shown in italics are the questions used to calculate domain scores.

Appendix: Summary of Results for Yes/Sometimes/No Survey Items

2015 Results for questions with "Yes," "Sometimes" and "No" Responses for Golden Living Center - Westminster

Question	Yes	Sometimes	No
Q21. When you were in the nursing home, was the area around your room quiet at night?	35%	39%	26%
Q22. When you were in the nursing home, were you bothered by noise in the nursing home during the day?	26%	17%	57%
Q24. When you had visitors in the nursing home, could you find a place to visit in private?	41%	27%	32%
Q25. When you were in the nursing home, did you visit a doctor for medical care outside the nursing home?	29%	0%	71%
Q26. When you were in the nursing home, did you visit a doctor for medical care inside the nursing home?	62%	14%	24%
Q28. When you were in the nursing home, were you ever left sitting or laying in the same position so long that it hurt?	67%	0%	33%
Q29. When you were in the nursing home, were you able to move your arms to reach things that you wanted?	59%	32%	9%
Q30. When you were in the nursing home, could you reach the call button by yourself?	78%	22%	0%
Q31. When you were in the nursing home, was there a pitcher of water or something to drink where you could reach it by yourself?	56%	22%	22%
Q33. When you were in the nursing home, did the staff make sure you had enough personal privacy when you dressed, took a shower, or bathed?	79%	16%	5%
Q34. When you were in the nursing home, could you choose what time you went to bed?	86%	10%	5%
Q35. When you were in the nursing home, could you choose what clothes you wore?	91%	5%	5%
Q36. When you were in the nursing home, could you choose what activities you did there?	75%	15%	10%
Q37. When you were in the nursing home, were there enough organized activities for you to do on the weekends?	42%	21%	37%
Q38. When you were in the nursing home, were there enough organized activities for you to do during the week?	45%	30%	25%

For the survey questions shown above, respondents could choose "Yes," "No," or "Sometimes" as a response. A "Sometimes" response can have different meanings. For example, Question 31 asks: "When you were in the nursing home, was there a pitcher of water or something to drink where you could reach it by yourself?" A "Yes" response to this question is a positive response. A "Sometimes" response to this question, while not optimal, is better than a "No" response. Facilities with a high percentage of "Sometimes" responses to questions should review their procedures and, if needed, implement steps to achieve higher positive responses. This appendix summarizes the statewide results for each of the 15 "Yes," "No," or "Sometimes" survey questions (Questions 21, 22, 24–26, 28-31 and 33–38).