

STATE OF MARYLAND



MARYLAND HEALTH CARE COMMISSION

4160 PATTERSON AVENUE – BALTIMORE, MARYLAND 21215
AREA CODE 410-764-3460 FAX 410-358-1236

FOR IMMEDIATE RELEASE:

Nursing Home Survey Results Available to Consumers Information provides glimpse of staff, environment and resident autonomy Smaller homes score high in satisfaction

Baltimore (March 19, 2009) --The Maryland Health Care Commission has released the *2008 Maryland Nursing Home Family Experience of Care Survey*, which provides ratings of the care provided by nursing homes based on the observations of family members and other responsible parties. This marks the second year that individual nursing home results are available to consumers.

"Commission staff is to be commended for their development of a creative and valuable new tool" stated Commissioner Garret Falcone, Executive Director of Charlestown Retirement Community. "Selecting the right environment for a loved one is an important decision, and the survey provides valuable data and information in a user-friendly format to begin that process."

While several states have struggled to implement a nursing home satisfaction survey, the *Maryland Nursing Home Family Experience of Care Survey* succeeded because it was developed as a collaborative effort of all stakeholders including consumers, advocates, nursing home industry, the Centers for Medicare and Medicaid (CMS) and the Agency for Healthcare Research and Quality (AHRQ). This successful collaboration and the Survey itself were profiled this year at the national Consumer Assessment of Healthcare Providers and Systems ([CAHPS](#)) conference.

Statewide scores for survey question groups increased in three areas: staff and administration currently 3.6 vs. 3.5 out of a possible 4.0, physical aspects of the nursing home 3.4 vs. 3.3, and autonomy and resident rights 3.5 vs. 3.1. There was minimal change in the scores for care provided to residents and food and meals, both at 3.5. Although 89% of all respondents indicated they would recommend the nursing home to others, a 1% increase from 2007, the average score for overall care received was 8.2 out of 10, unchanged from 2007.

"Although we are pleased that the average statewide scores are high, there is substantial variation across nursing homes," noted Rex Cowdry, M.D., Executive Director of the Maryland Health Care Commission. "One of our major goals in public

reporting is to encourage improvements in care, particularly in nursing homes with lower scores.”

Scores are also reported in relation to peer groups. Nursing homes with 80 beds or less have the highest overall satisfaction score, 8.8 out of 10.0, followed by non-profit homes and homes in the Western Region of the state, both at 8.6.

A strong indication of consumer interest in the survey is the 59% response rate, which is well above the national average of 25-30%. The survey is also an important component of the *Maryland Nursing Home Guide*, a web-based resource available to Marylanders seeking information to assist them in making a nursing home placement decision.

Maryland is one of only a few states that survey nursing homes and publish individual results. Since the addition of the survey results, the Guide is now visited over 20,000 times each year. To view survey results and the other tools available go to: www.mhcc.maryland.gov. Click on “Consumers”, “Nursing Home Guide”, and “2008 Family Survey”.

For further information about the 2008 Maryland Family Experience of Care Survey contact: Carol Christmyer, Chief, Long Term Care Quality at 410-764-3575.