



# 2014 Maryland Nursing Home Family Survey

## Statewide Report



Maryland Health Care Commission  
4160 Patterson Avenue  
Baltimore, MD 21215



Market Decisions, LLC  
75 Washington Avenue, Suite 206  
Portland, ME 04101

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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. The project's specific objectives are to provide: 1) measures of responsible party experience and satisfaction; 2) comparisons on experience and satisfaction measures between nursing homes in Maryland; and 3) comparisons between nursing home peer groups, including geographical region, facility size, and ownership type.

The survey results complement other measures of nursing home performance which can be found on the MHCC website, such as quality measures, the results of in-site surveys, and staff influenza vaccination rates. This survey asks designated responsible parties about their experience and satisfaction based on their own personal experiences in nursing homes.

The results of the survey are accessible to the public via the MHCC *Consumer Guide to Long Term Care* - an interactive web tool containing information about an array of long term care services including nursing homes and community support services such as senior centers, transportation, and technology assistance. Facility-specific results are posted on the MHCC *Consumer Guide to Long Term Care* to assist consumers in making informed decisions when selecting a nursing home for themselves, a family member, or a friend.

This report presents the 2014 survey process, statewide and peer group results, as well as trends from 2008 to 2014. Participating nursing homes with a sufficient response rate receive a customized report that presents results specific to that facility, identifying areas where a nursing home excels or areas where improvement is needed.

The 2014 Nursing Facility Family Survey results highlights are:

- The statewide average rating for the overall care received was 8.3 out of a possible 10.0.
- In 2014, 88% of responsible parties indicated that they would recommend the nursing home about which they were surveyed.
- The highest ranking domain is Staff and Administration of the Nursing Home with an average score of 3.7 (on scale of 1 to 4). The lowest ranking domain is Physical Aspects of the Nursing Home with an average score of 3.4.

## II. Description of Sample

All nursing facilities in Maryland with one or more residents that had a 100 day stay or longer as of December 25, 2013 were included in the sample. All nursing homes were asked to provide a list of the designated responsible parties of each of their current residents. A responsible party is often a family member, such as a spouse, child, or sibling, but can also be someone who is unrelated to the resident.

It is important to note that responsible parties of residents with a stay of less than 100 days did not participate in this survey, so the experience and satisfaction of the responsible parties of nursing facility residents with short-term skilled nursing care or rehabilitation needs are not captured by the results of the family 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 designated responsible party whose resident(s) met the eligibility criteria.

## III. Summary of Survey Methods

All of the eligible (221) nursing facilities throughout the State of Maryland submitted a responsible party list in 2014. Using the exclusion criteria below, programs were developed to identify which responsible parties and residents met the requirement for inclusion in the survey.

- Date of admission is after December 25, 2013
- Resident and the responsible party are the same
- No responsible party is listed
- Address for responsible party is incomplete or insufficient for mailing
- The contact address for the responsible party is a nursing home
- The responsible party's address is outside the United States

The list obtained after exclusions became the mailing list used to contact potential respondents. In all, surveys were mailed to 16,547 responsible parties. The first survey packet was mailed on April 8, 2014. A follow-up reminder postcard was sent on April 15, 2014, approximately one week following the initial mailing.

A second survey packet was sent to those who had not yet responded to the survey on May 19, 2014. Follow-up telephone calls were made to responsible parties from specific facilities with a response rate of 50% or less to maximize the response rates and obtain completed surveys. Follow-up calls began on June 4, 2014 and ended on June 13, 2014. Calls were conducted from 9 AM to 9 PM on weekdays.

A total of 8,679 eligible surveys were received through June 16, 2014 out of 16,547 mailed, resulting in a final response rate of 54% for all facilities. Table A below summarizes the final 2014 Maryland Nursing Facility Family Survey sample.

**Table A: 2014 Maryland Nursing Facility Family Survey Sample Summary**

	<b>Total Participating Facilities</b>	<b>Total Surveys Mailed</b>	<b>Total Eligible Respondents</b>	<b>Response Rate*</b>
2014 Maryland Nursing Facility Family Survey	221	16,547	8,679	54%

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

## IV. Description of Survey Instrument

The designated responsible parties were asked to complete a survey about their experience and satisfaction with the facility and care provided to residents. The 2014 survey contained 2 overall measures of satisfaction and 17 items which assessed five domains or aspects of residents' life and care:

1. Staff and Administration of the Nursing Home
2. Care Provided to Residents
3. Food and Meals
4. Autonomy and Residents' Rights
5. Physical Aspects of the Nursing 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 the average statewide ratings and ratings for three peer groups (region in the state, facility size and ownership type) for each of the five domains and the two overall measures. For each domain, a bar chart and table that display ratings by peer group are presented. 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 1 to 4. The domain ratings are calculated by averaging the ratings on the 4-point scale (where 1=Never, 2=Sometimes, 3=Usually, and 4=Always) across all the valid questions within that domain. The overall experience rating is presented as an average on a 1 to 10 scale. The overall

recommendation rating is presented by percentage of respondents recommending the nursing home.

The survey item ratings are the average of 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 responsible parties.

To assist readers in better understanding results, this report also includes tests of statistically significant differences. These tests are designed to help determine whether individual peer group scores are higher or lower than the statewide scores. You can see this statistic under the column heading “Significant Difference” or “Diff” in the tables. Areas where the peer group score is significantly higher than the state will contain an up arrow (↑). Areas where the peer group has a significantly lower score will contain a down arrow (↓). These comparisons are made using 95% confidence intervals.

For negatively worded questions, where “Never” was the positive answer, for the purposes of reporting results, the responses were recorded so that 4=Never, 3=Sometimes, 2=Usually, and 1=Always so the higher number represents greater satisfaction. An example of such a question is Question 14: “In the past 6 months, how often, if at all, did you help with toileting because the nurses or nursing assistants either were not available or made him or her wait too long?”

A low domain score indicates a low level of experience or satisfaction within a particular aspect of care and life, such as physical aspects of the nursing home, while a high score indicates a high level of experience or satisfaction. For example, a domain with a low score relative to a peer group or other domains may identify a high priority improvement opportunity.

The majority of scores presented in this report are on the high end of the rating scale (above a 3). The obvious question is, “is a score good or bad?” It is not unusual for scores to be skewed to the positive because consumers are generally satisfied with the personal care their relatives receive. However, there is always room for improvement, especially when comparing scores in relation to one another.

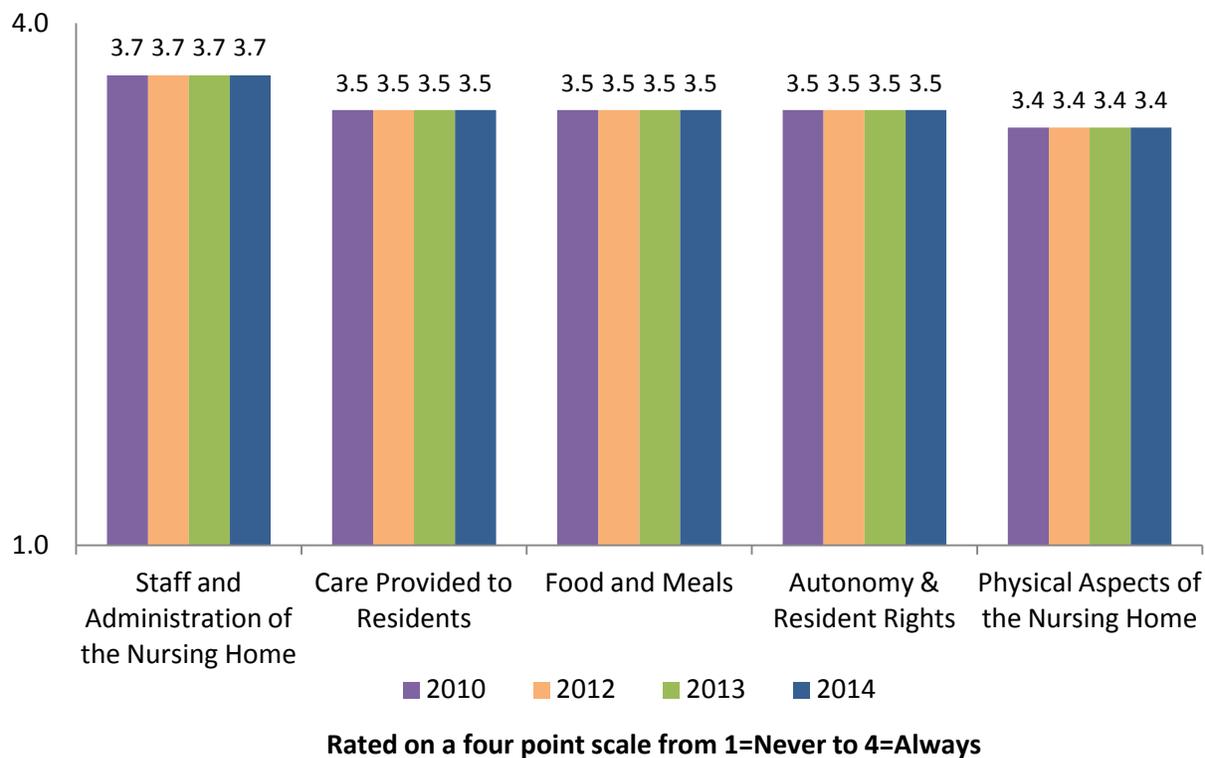
**For reference, the peer groups used in this report are:**

Region of the State	Licensed Bed Size Counts	Ownership Type
Western Maryland	80 or fewer beds	Non-Profit
Montgomery County	81 - 120 beds	For Profit
Southern Maryland	121 - 160 beds	
Central Maryland	161+ beds	
Eastern Shore		

## VI. Domain Ratings

Table 1 shows the statewide domain scores for the years 2008 to 2014; this allows the five domains to be directly compared to each other across multiple years of survey administration. Results for 2010 to 2014 are shown in Figure 1. Items rated on a scale of 1-4; higher scores are better.

**Figure 1. 2010-2014 Statewide Domain Scores**



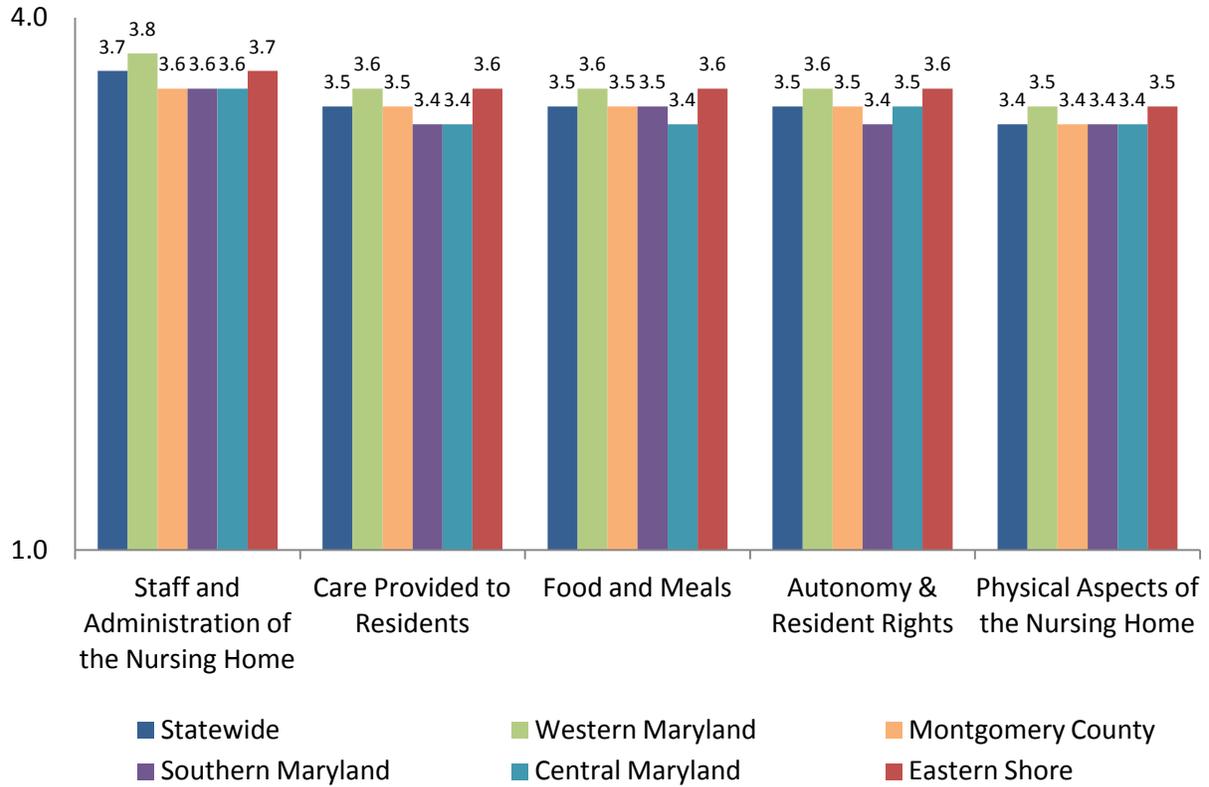
**Table 1. 2008-2014 Statewide Domain Scores**

DOMAIN	2008	2009	2010	2012	2013	2014	Significant Difference 2013-2014
Staff and Administration of the Nursing Home	3.6	3.7	3.7	3.7	3.7	<b>3.7</b>	
Care Provided to Residents	3.5	3.5	3.5	3.5	3.5	<b>3.5</b>	
Food and Meals	3.5	3.5	3.5	3.5	3.5	<b>3.5</b>	
Autonomy & Resident Rights	3.5	3.5	3.5	3.5	3.5	<b>3.5</b>	
Physical Aspects of the Nursing Home	3.4	3.4	3.4	3.4	3.4	<b>3.4</b>	

*An up arrow (↑) indicates that the 2014 statewide score is statistically significantly higher than the score in 2013 (at 95% confidence). A down arrow (↓) indicates that the 2014 score is significantly lower compared to 2013. Blank cells indicate no difference.*

**Figure 2. 2014 Domain Scores by Region**

Items rated on a scale of 1-4; higher scores are better.



Rated on a four point scale from 1=Never to 4=Always

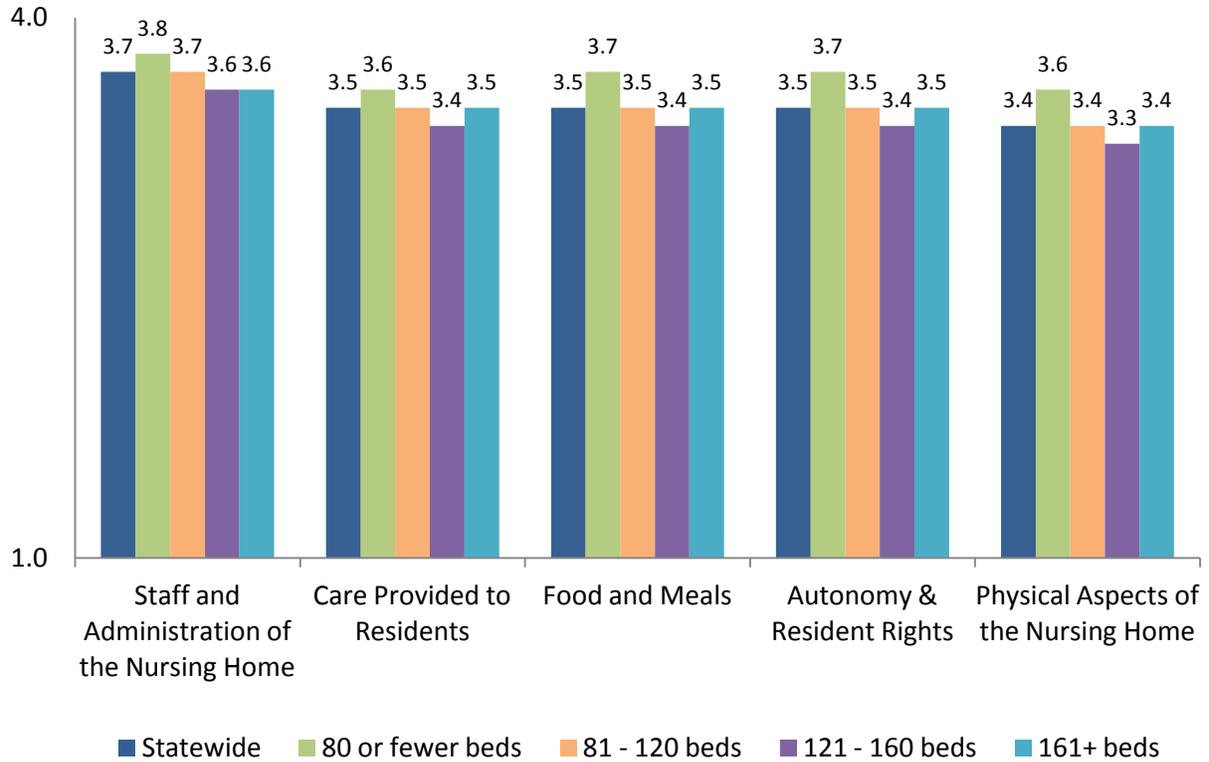
**Table 2. 2014 Domain Scores by Region**

DOMAIN	Statewide Score	Region									
		Western Maryland		Montgomery County		Southern Maryland		Central Maryland		Eastern Shore	
		Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Staff and Administration of the Nursing Home	3.7	3.8	↑	3.6		3.6	↓	3.6	↓	3.7	
Care Provided to Residents	3.5	3.6	↑	3.5		3.4	↓	3.4	↓	3.6	↑
Food and Meals	3.5	3.6	↑	3.5		3.5		3.4		3.6	↑
Autonomy & Resident Rights	3.5	3.6	↑	3.5		3.4	↓	3.5		3.6	↑
Physical Aspects of the Nursing Home	3.4	3.5	↑	3.4		3.4		3.4		3.5	↑

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2014, a down arrow (↓) indicates the peer group score is significantly lower for 2014 (at 95% confidence). Blank cells indicate no difference.

**Figure 3. 2014 Domain Scores by Bed Size**

Items rated on a scale of 1-4; higher scores are better.



Rated on a four point scale from 1=Never to 4=Always

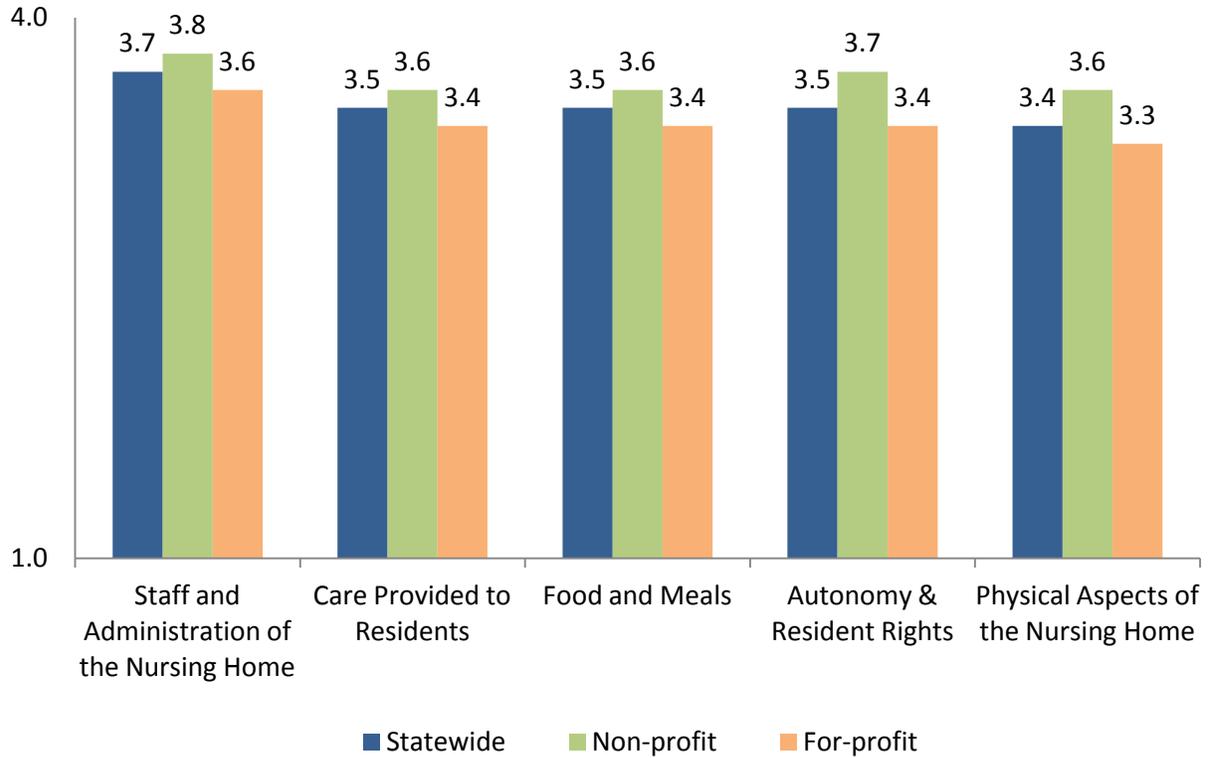
**Table 3. 2014 Domain Scores by Bed Size**

DOMAIN	Statewide Score	Bed Size Category							
		80 or fewer beds		81 - 120 beds		121 - 160 beds		161+ beds	
		Score	Diff	Score	Diff	Score	Diff	Score	Diff
Staff and Administration of the Nursing Home	3.7	3.8	↑	3.7		3.6	↓	3.6	
Care Provided to Residents	3.5	3.6	↑	3.5		3.4	↓	3.5	
Food and Meals	3.5	3.7	↑	3.5		3.4		3.5	
Autonomy & Resident Rights	3.5	3.7	↑	3.5		3.4	↓	3.5	
Physical Aspects of the Nursing Home	3.4	3.6	↑	3.4		3.3	↓	3.4	

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2014, a down arrow (↓) indicates the peer group score is significantly lower for 2014 (at 95% confidence). Blank cells indicate no difference.

**Figure 4. 2014 Domain Scores by Ownership Type**

Items rated on a scale of 1-4; higher scores are better.



Rated on a four point scale from 1=Never to 4=Always

**Table 4. 2014 Domain Scores by Ownership Type**

DOMAIN	Statewide Score	Ownership Type			
		Non-profit		For-profit	
		Score	Diff	Score	Diff
Staff and Administration of the Nursing Home	3.7	3.8	↑	3.6	↓
Care Provided to Residents	3.5	3.6	↑	3.4	↓
Food and Meals	3.5	3.6	↑	3.4	↓
Autonomy & Resident Rights	3.5	3.7	↑	3.4	↓
Physical Aspects of the Nursing Home	3.4	3.6	↑	3.3	↓

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2014, a down arrow (↓) indicates the peer group score is significantly lower for 2014 (at 95% confidence). Blank cells indicate no difference.

## VII. Overall Experience Ratings

Two questions were included in the survey to assess a responsible party's overall experience and satisfaction with the nursing facility. The first item asked respondents to rate the care received at the nursing facility on a scale of 1 to 10 (with "1" 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.

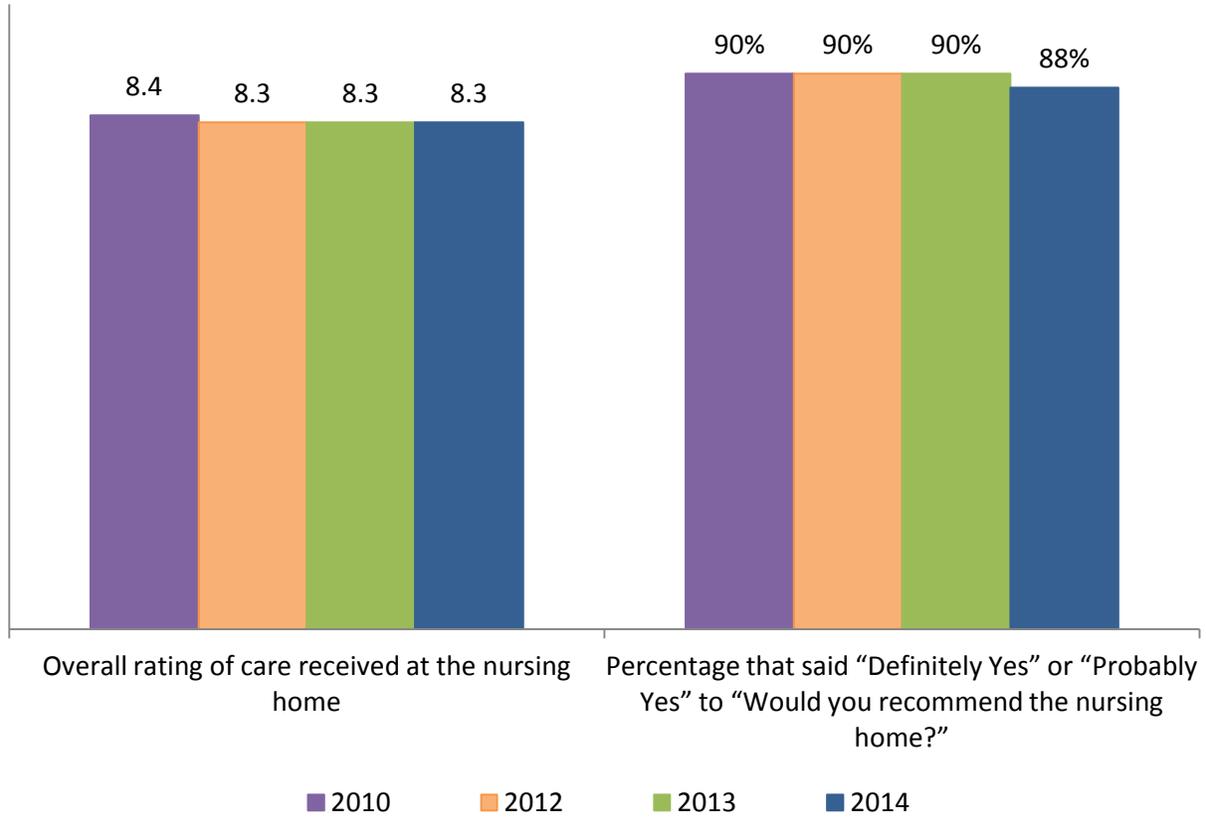
The second overall experience and satisfaction item is the percentage of respondents answering "Definitely Yes" or "Probably Yes" to whether they would recommend the nursing facility.

Table 5 displays the statewide results for the two overall experience questions from 2008 to 2014; this allows the two overall questions to be compared across multiple years of survey administration. Figure 5 displays results from 2010-2014. Results by peer group for 2014 are included in Tables 6-8 and Figures 6-8.

As with the individual domains, each overall measure of satisfaction contains comparisons between the state and peer groups. Significant differences are noted in the tables with an up arrow (↑) when the peer group score is significantly higher than the state; or a down arrow (↓) when the peer group is significantly lower. Blank cells indicate no difference.

**Figure 5. 2010-2014 Statewide Overall Ratings**

Overall rating of care scale used is from 1-10; higher scores are better.



**Overall Rating of Care is on a ten point scale from 1=Worst Care to 10=Best Care**

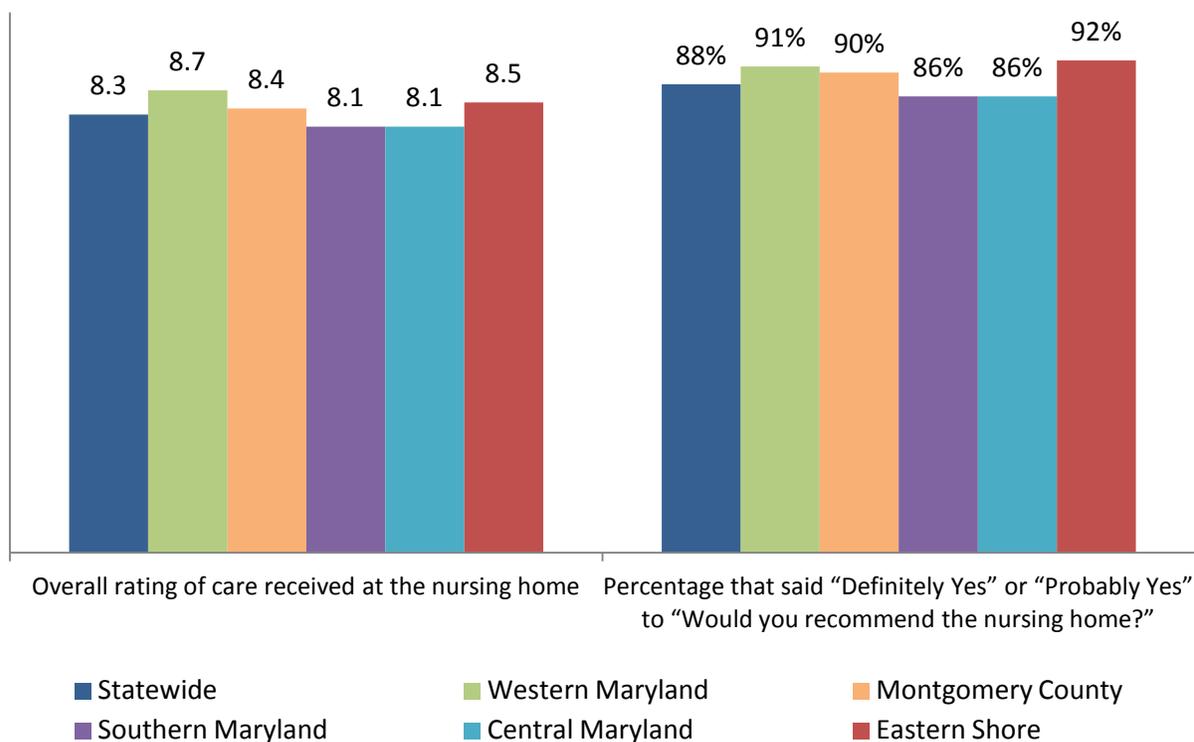
**Table 5. 2008-2014 Statewide Overall Ratings**

	2008	2009	2010	2012	2013	2014	Significant Difference 2013-2014
Overall rating of care received at the nursing home	8.2	8.3	8.4	8.3	8.3	<b>8.3</b>	
Percentage that said “Definitely Yes” or “Probably Yes” to “Would you recommend the nursing home?”	89%	90%	90%	90%	90%	<b>88%</b>	

*An up arrow (↑) indicates that the 2014 statewide score is statistically significantly higher than the score in 2013 (at 95% confidence). A down arrow (↓) indicates that the 2014 score is significantly lower compared to 2013. Blank cells indicate no difference.*

**Figure 6. 2014 Overall Ratings by Region**

Overall rating of care scale used is from 1-10; higher scores are better.



**Overall Rating of Care is on a ten point scale from 1=Worst Care to 10=Best Care**

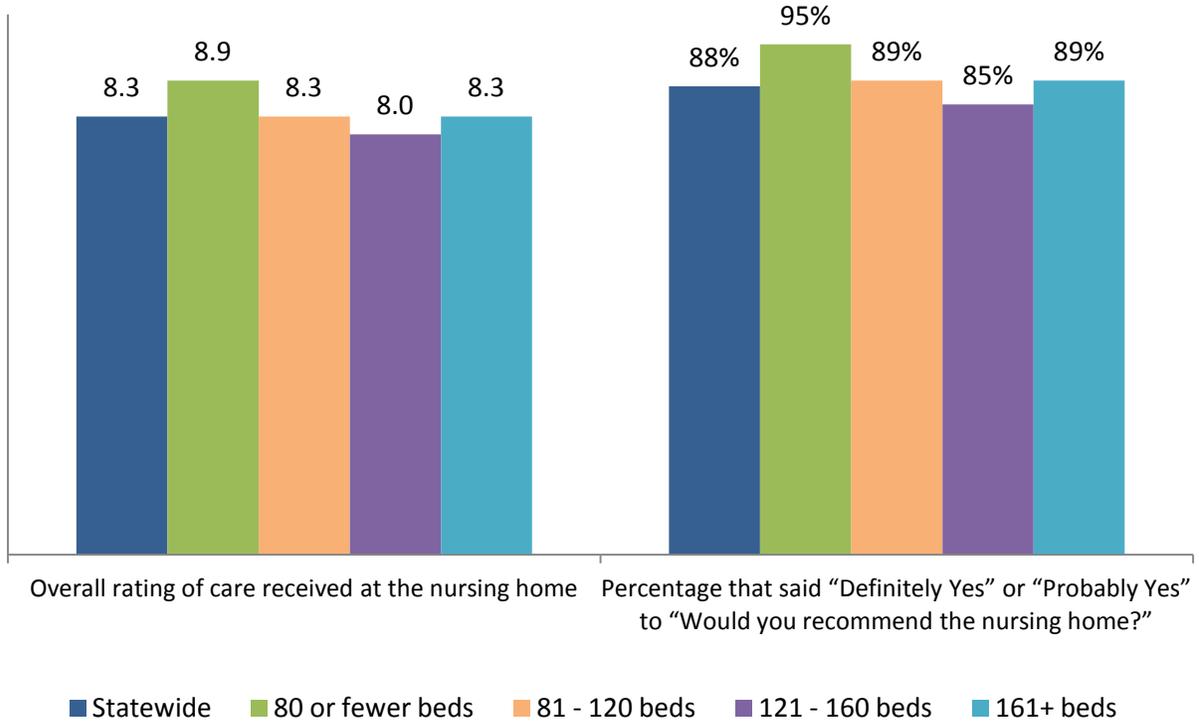
**Table 6. 2014 Overall Ratings by Region**

	Statewide Score	Region									
		Western Maryland		Montgomery County		Southern Maryland		Central Maryland		Eastern Shore	
		Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Overall rating of care received at the nursing home	8.3	8.7	↑	8.4		8.1	↓	8.1	↓	8.5	↑
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	88%	91%	↑	90%		86%		86%	↓	92%	↑

*An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2014, a down arrow (↓) indicates the peer group score is significantly lower for 2014 (at 95% confidence). Blank cells indicate no difference.*

**Figure 7. 2014 Overall Ratings by Bed Size**

Overall rating of care scale used is from 1-10; higher scores are better.



**Overall Rating of Care is on a ten point scale from 1=Worst Care to 10=Best Care**

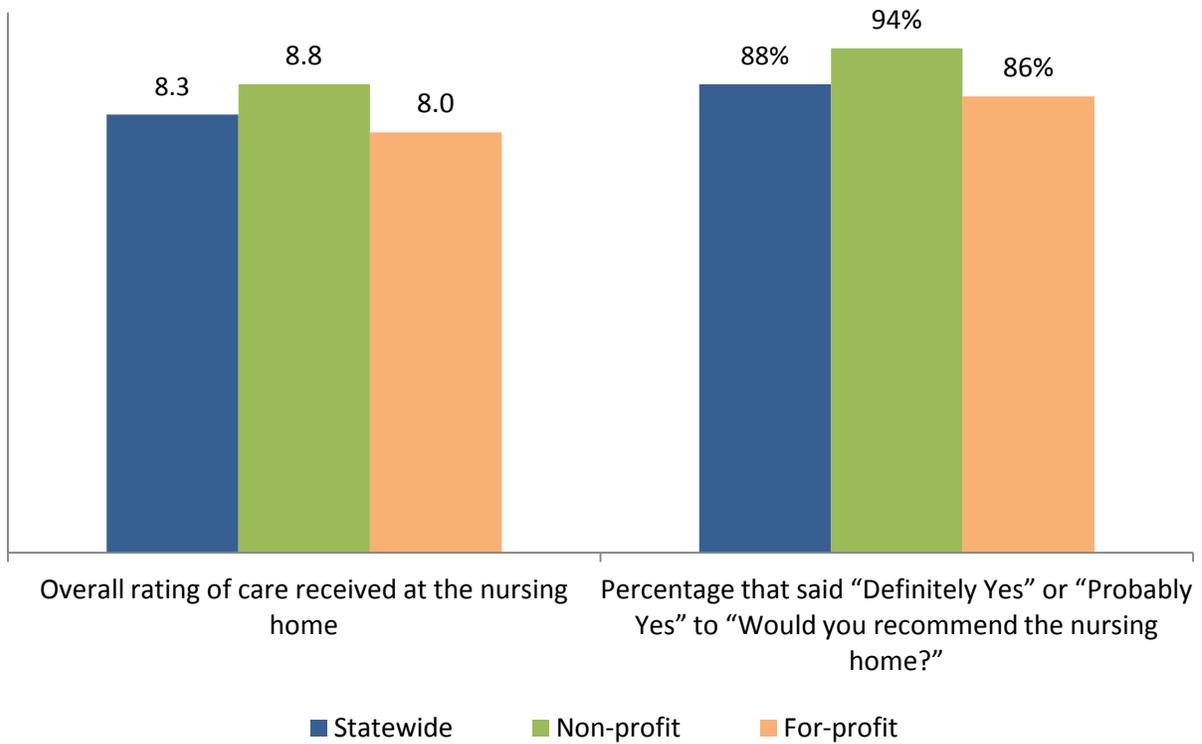
**Table 7. 2014 Overall Ratings by Bed Size**

	Statewide Score	Bed Size Category							
		80 or fewer beds		81 - 120 beds		121 - 160 beds		161+ beds	
		Score	Diff	Score	Diff	Score	Diff	Score	Diff
Overall rating of care received at the nursing home	8.3	8.9	↑	8.3		8.0	↓	8.3	
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	88%	95%	↑	89%		85%	↓	89%	

*An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2014, a down arrow (↓) indicates that the peer group is significantly lower for 2014 (at 95% confidence). Blank cells indicate no difference.*

**Figure 8. 2014 Overall Ratings by Ownership Type**

Overall rating of care scale used is from 1-10; higher scores are better.



**Overall Rating of Care is on a ten point scale from 1=Worst Care to 10=Best Care**

**Table 8. 2014 Overall Ratings by Ownership Type**

	Statewide Score	Ownership Type			
		Non-profit		For-profit	
		Score	Diff	Score	Diff
Overall rating of care received at the nursing home	8.3	8.8	↑	8.0	↓
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	88%	94%	↑	86%	↓

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2014, a down arrow (↓) indicates that the peer group is significantly lower for 2014 (at 95% confidence). Blank cells indicate no difference.