



2014 Maryland Nursing Facility Short Stay Resident Survey

Statewide Report



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Table of Contents

I. Introduction	1
II. Description of Sample.....	2
III. Summary of Survey Methods.....	2
IV. Description of Survey Instrument.....	3
V. How to Read and Interpret the Results.....	3
VI. Domain Ratings	5
VII. Overall Experience Ratings	7

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; (2) comparisons of experience and satisfaction measures between nursing facilities in Maryland; and (3) comparisons between nursing home peer groups.

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

The 2014 Maryland Nursing Facility Short Stay Resident Survey results highlights are:

- The 2014 statewide overall rating average was 7.7 out of a possible 10.0.
- The 2014 statewide rating for the overall care by staff was 7.9 out of a possible 10.0.
- Statewide, 81% 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 79 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 October 1, 2013 and February 21, 2014. All 79 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 79 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 8,804 residents. The first survey packet was mailed on April 4, 2014. A follow-up reminder postcard was sent on April 11, 2014, approximately one week following the initial mailing.

A second survey packet was sent on May 19, 2014 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 June 4, 2014 and ended on June 13, 2014. Calls were conducted from 9 AM to 9 PM on weekdays.

A total of 3,483 eligible surveys were received through June 16, 2014 out of 8,804 mailed, resulting in a final response rate of 44% for all facilities. A total of 95% of all surveys were completed by mail and 5% were completed over the telephone. Table A below summarizes the final 2014 Maryland Nursing Facility Short Stay Resident Survey sample.

Table A: 2014 Maryland Nursing Facility Short Stay Resident Survey Sample Summary

	Total Participating Facilities	Total Surveys Mailed	Total Eligible Respondents	Response Rate*
Overall	79	8,804	3,483	44%

**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 2014 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 2014 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 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 2014 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. Appendix B has a table with all "Yes," "No" or "Sometimes" responses broken out for those questions.

It is important to 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.

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.

In section VI that follows, the bar graphs and tables show the 2012, 2013 and 2014 statewide scores. To assist in understanding the results, this report also includes tests of statistically significant differences. These tests are designed to help determine if the statewide score has significantly increased or decreased over the past year, and to determine how the statewide scores compare to peer group scores. This statistic is displayed under the column heading “Significant Difference” or “Diff” in the tables. Areas where the 2014 statewide score is significantly higher than in previous years will contain an up arrow (↑). Areas where the statewide score is significantly lower will contain a down arrow (↓). Significant differences are also noted in 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. Comparisons are made using 95% confidence intervals.

The peer group comparisons presented in this report are for Non-hospital based facilities and Hospital-based facilities. Non-hospital based facilities are freestanding nursing homes; hospital-based facilities are nursing homes beds located in acute care hospitals.

VI. Domain Ratings

Table 1 shows the statewide domain scores for the years 2012-2014; this allows the six domains to be directly compared to each other across multiple years of survey administration. Results for 2012-2014 are shown in Figure 1. Items rated on a scale of 0-10; higher scores are better.

Figure 1. 2012-2014 Statewide Domain Scores

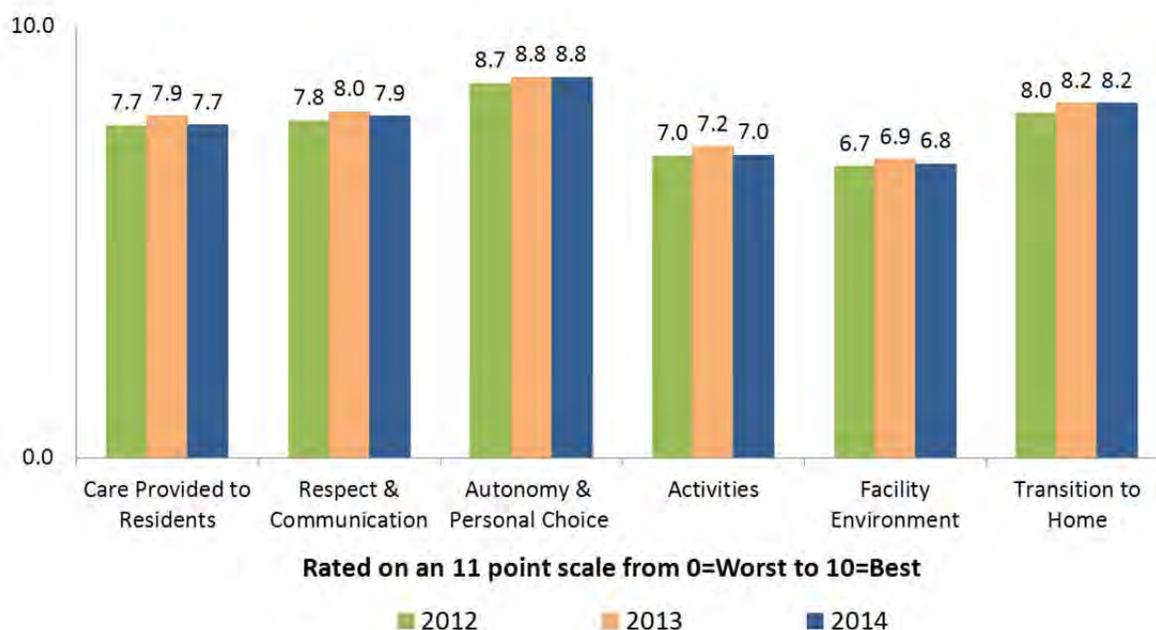


Table 1. 2012-2014 Statewide Domain Scores

DOMAIN	2012	2013	2014	Significant Difference
Care Provided to Residents	7.7	7.9	7.7	↓ from 2013
Respect & Communication	7.8	8.0	7.9	
Autonomy & Personal Choice	8.7	8.8	8.8	
Activities	7.0	7.2	7.0	
Facility Environment	6.7	6.9	6.8	↓ from 2013
Transition to Home	8.0	8.2	8.2	↑ from 2012

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

Figure 2. 2014 Domain Scores by Peer Group

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

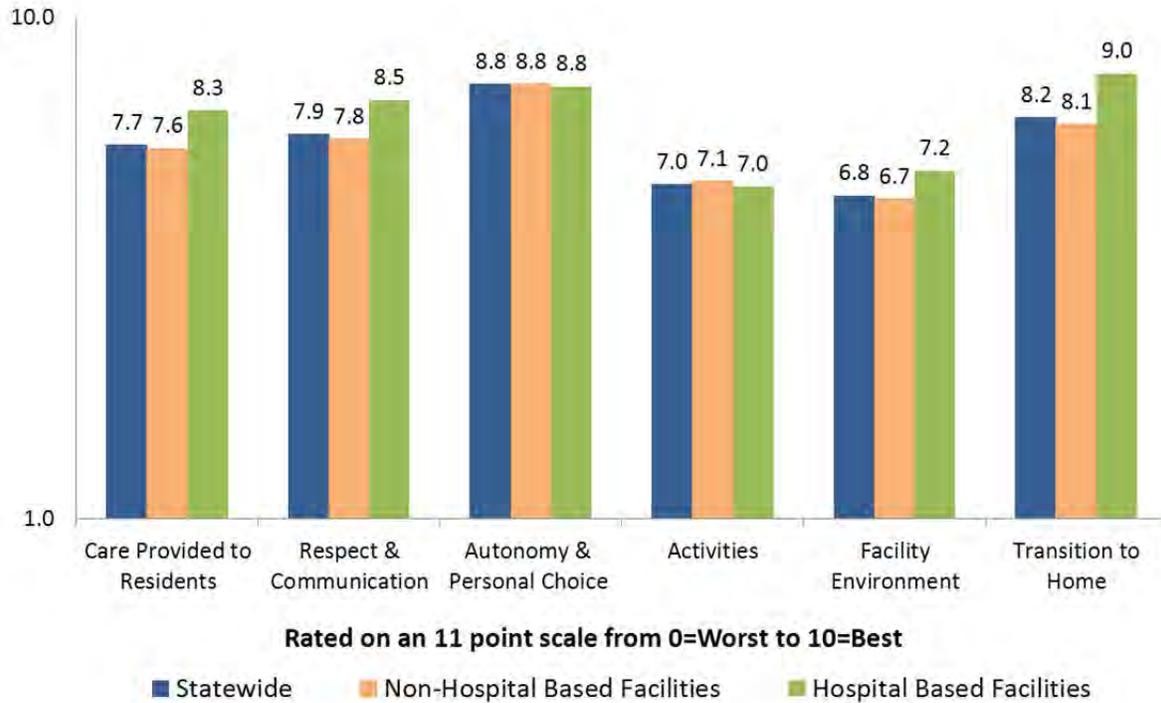


Table 2. 2014 Domain Scores by Peer Group

DOMAIN	Statewide	Non-Hospital Based Facilities		Hospital Based Facilities	
	Score	Score	Diff	Score	Diff
Care Provided to Residents	7.7	7.6		8.3	↑
Respect & Communication	7.9	7.8		8.5	↑
Autonomy & Personal Choice	8.8	8.8		8.8	
Activities	7.0	7.1		7.0	
Facility Environment	6.8	6.7		7.2	↑
Transition to Home	8.2	8.1		9.0	↑

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

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 statewide results for the three overall experience questions from 2012-2014; this allows the three overall questions to be compared across multiple years of survey administration. Figure 3 displays results from 2012-2014. Results by peer group for 2014 are included in Table 4 and Figure 4.

As with the individual domains, each overall measure of satisfaction contains comparisons between the state and peer groups. Areas where the 2014 statewide score is significantly higher than in previous years will contain an up arrow (↑). Areas where the statewide score is significantly lower will contain a down arrow (↓). Significant differences are also noted in 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. Comparisons are made using 95% confidence intervals.

Figure 3. 2012-2014 Statewide Overall Ratings

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

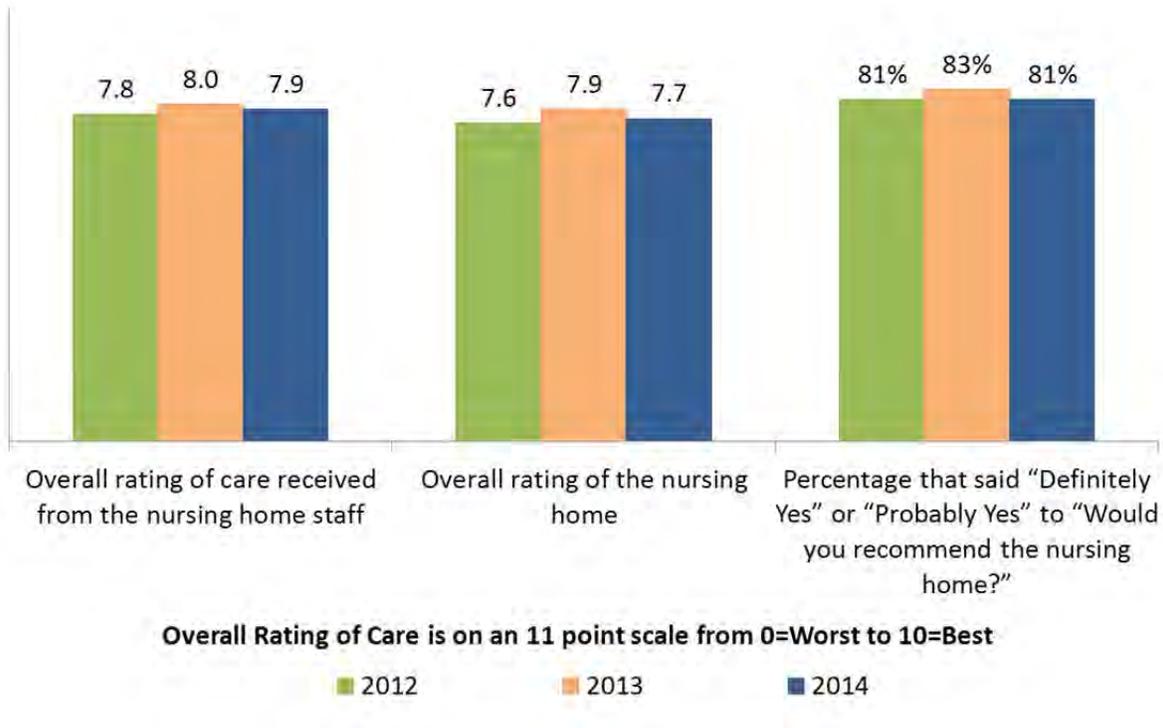


Table 3. 2012-2014 Statewide Overall Ratings

	2012	2013	2014	Significant Difference
Overall rating of care received from the nursing home staff	7.8	8.0	7.9	
Overall rating of the nursing home	7.6	7.9	7.7	↓ from 2013
Percentage that said “Definitely Yes” or “Probably Yes” to “Would you recommend the nursing home?”	81%	83%	81%	

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

Figure 4. 2014 Overall Ratings by Peer Group

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

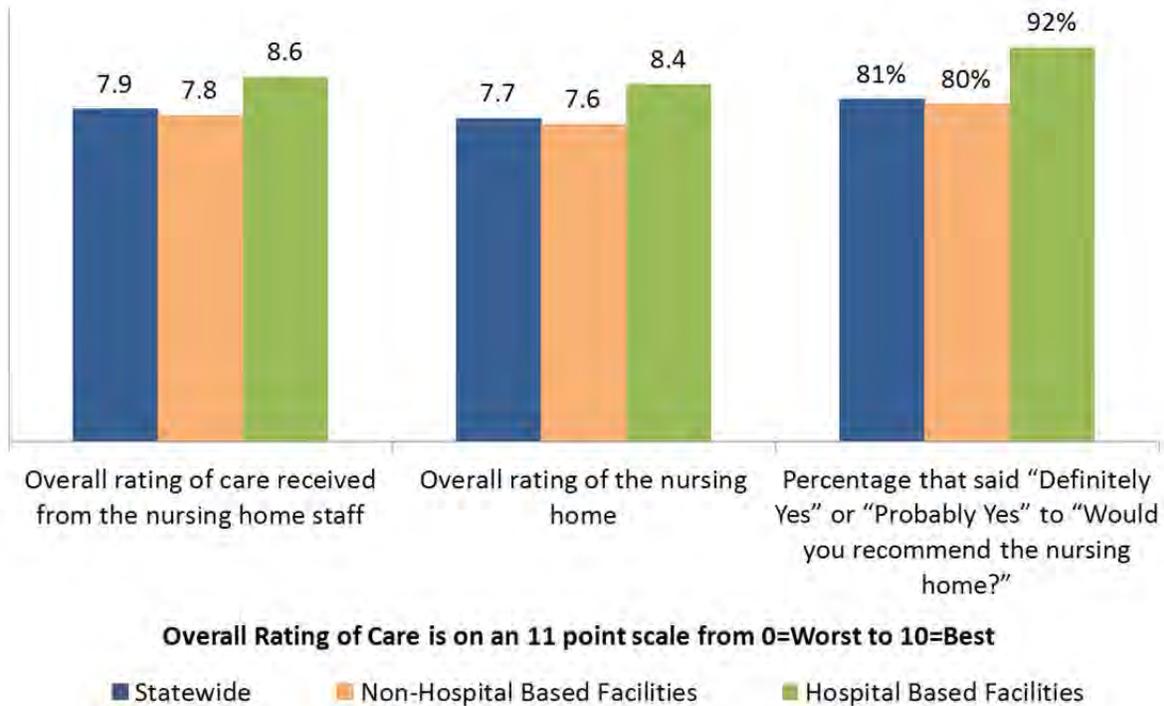


Table 4. 2014 Overall Ratings by Peer Group

	Statewide	Non-Hospital Based Facilities		Hospital Based Facilities	
	Score	Score	Diff	Score	Diff
Overall rating of care received from the nursing home staff	7.9	7.8		8.6	↑
Overall rating of the nursing home	7.7	7.6		8.4	↑
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	81%	80%		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.