



2019 Maryland Nursing Home Family Experience of Care Survey

Statewide Results



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A. Background

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 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 will be 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 statewide report is available on the Maryland Health Care Commission website at: <http://mhcc.maryland.gov/consumerinfo/longtermcare/Default.aspx>

B. Summary Results – Statewide Results

Table 1. Summary of Domain Scores – 2019 Statewide Results¹

| | Statewide |
|--|-----------|
| Staff and Administration of the Nursing Home | 3.4 |
| Care Provided to Residents | 3.3 |
| Food and Meals | 3.0 |
| Autonomy and Resident Rights | 3.3 |
| Physical Aspects of the Nursing Home | 3.2 |
| Activities | 3.0 |
| Security and Resident’s Personal Rights | 3.3 |
| Overall rating of care received at the nursing home* | 7.6 |
| Percentage that said “Definitely Yes” or “Probably Yes” to “Would you recommend the nursing home?” | 78% |

*Unlike the other domains which are calculated on a score from one to four, the overall rating of care received at the nursing home is calculated on a scale from one to ten.

¹ Scores are calculated based on the questions in each item. Questions are scored by assigning the most positive possible answer category a score of 4, and the least positive possible answer a score of 1. See Section F for more detail. The only exception to this is scores based on individual questions.

C. Description of Sample

All nursing facilities in Maryland with one or more residents that had a 100 day stay or longer as of September 16, 2019 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 may 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 this 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.

D. Summary of Survey Methods

All eligible (223) nursing facilities throughout the State of Maryland submitted a responsible party list in 2019. Using the exclusion criteria below, programs were developed to identify which responsible parties and residents met the requirement for inclusion in the survey.

Exclusion criteria:

- Date of admission is after June 8, 2019
- Resident and family member are the same individual
- No family member is listed
- Address for family member is incomplete or insufficient for mailing
- The contact address for the family member is a nursing home. In cases where the family member resides in an independent living facility associated with a nursing home, they were not excluded.
- The family member'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 19,869 family members. The first survey packet was mailed on September 20, 2019. A follow-up reminder postcard was sent on September 27, 2019, one week following the initial mailing.

A second survey packet was sent to those who had not yet responded to the survey on October 28, 2019. 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 November 19, 2019 and ended on December 9, 2019. Calls were conducted from 9 AM to 9 PM on weekdays and 10 AM to 6 PM on Saturdays.

A total of 7,498 eligible surveys were received completed through December 11, 2019 out of 19,869 mailed, resulting in a final response rate of 43% for all facilities. Table 2 below summarizes the final 2019 Maryland Nursing Facility Family Survey sample.

Table 2: 2019 Maryland Nursing Facility Family Survey Sample Summary

| 2019 Nursing Facility Family Survey | Total Participating Facilities | Total Surveys Mailed | Total Surveys Returned | Response Rate* | Undeliverable |
|-------------------------------------|--------------------------------|----------------------|------------------------|----------------|---------------|
| Overall | 223 | 19,869 | 7,498 | 43% | 2,271 |

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

E. 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 2019 survey contained two overall measures of satisfaction and 31 items which assessed seven 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
6. Activities
7. Security and Resident's Personal Rights

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

For more detail on the methods and survey instrument changes, please request the complete technical documentation for this research by contacting Stacy Howes, Chief of Long Term Care Initiatives, at stacy.howes@maryland.gov or 410-764-3575.

F. How to Read and Interpret the Results

This report contains tables and charts that display the average statewide ratings and ratings for peer groups defined by region of the state, facility size, ownership type, and payment source for each of the seven domains and the two overall satisfaction measures. For each domain, a trending line chart displays ratings over time and a bar chart displays ratings by peer group. 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 represents the most negative possible response and 4 represents the most positive possible response. The exact definition of responses is contextual, based on the phrasing of the question, however, the most positive response is generally 'Yes' or 'Always'. 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 18: "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?"

These scores are averaged 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.

To assist in better understanding results, this report also includes tests of statistically significant differences. These tests are designed to help determine: 1) whether a peer group's score is higher or lower than statewide scores and 2) if there has been an increase or decrease in statewide scores over time. You can see this statistic under the table "Significant Difference" in each domain score. Areas where the state score is significantly higher than the peer group or a prior year's score is higher will contain an up arrow (↑). Areas where the state has a significantly lower score will contain a down arrow (↓). Areas which have no significant difference are marked with a dash (-). These comparisons are made using 95% confidence intervals.

Please note, the survey was not conducted in 2017, and trending scores for that year are not presented in the results.

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

| Region of the State | Licensed Bed Size Counts | Ownership Type | Payment Source | Service Population |
|---------------------|--------------------------|----------------|----------------|------------------------|
| Western Maryland | 80 or fewer beds | Non-Profit | Medicaid | Majority <65/Medicaid* |
| Montgomery County | 81 – 120 beds | For Profit | Other | |
| Southern Maryland | 121 – 160 beds | | | |
| Central Maryland | 161+ beds | | | |
| Eastern Shore | | | | |

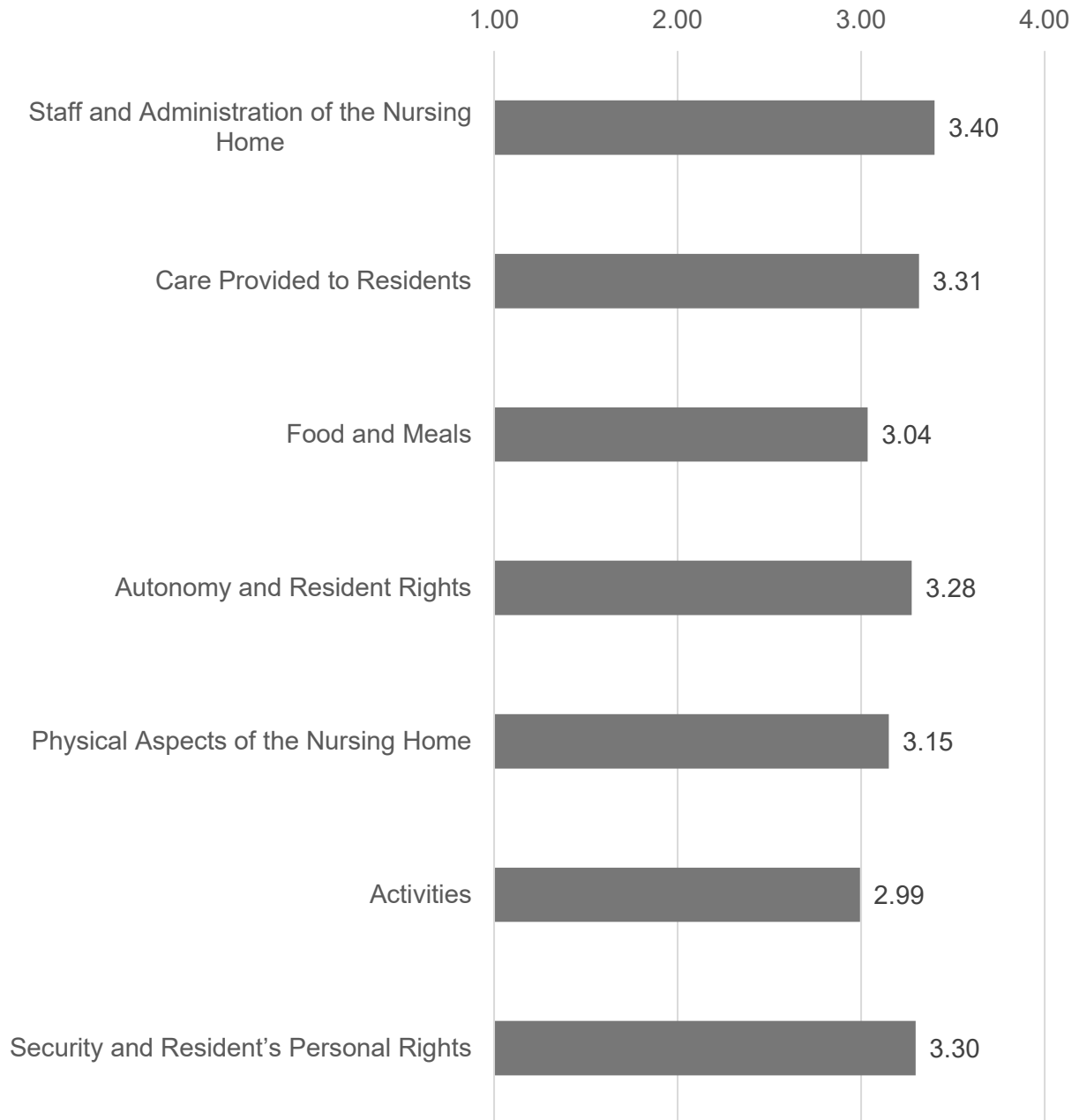
*A new peer group in 2018, the Majority <65/Medicaid peer group includes homes serving a distinct population that differs from most nursing homes. These homes have high rates of younger residents or residents using Medicaid. If a home met either of the following criteria, it was placed in a new peer group. Those criteria were:

1. At least 50% of their residents were younger than 65 years OR
2. At least 50% of their residents used Medicaid

G. Domain Ratings

Summary of Domain Ratings

Figure 1. Summary of Domain Scores – 2019 Statewide Results



Staff and Administration of the Nursing Home

Figure 2. 2013-2019 Domain Scores for Staff and Administration of the Nursing Home

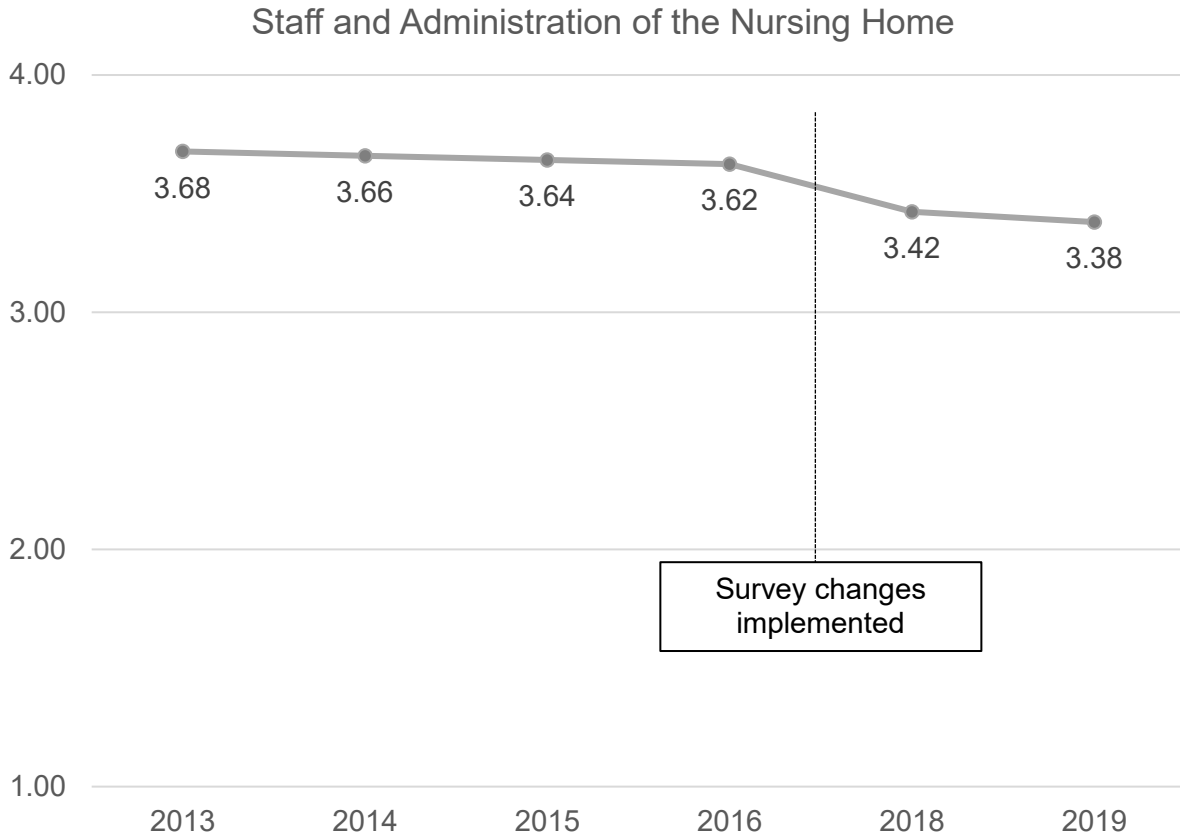


Table 3. 2013-2019 Significant Differences for Staff and Administration of the Nursing Home Trending

| 2019 Statewide Score Measured Against | | |
|---------------------------------------|-------------|-----------------|
| | Score | 2019 Difference |
| 2019 | 3.38 | |
| 2018 | 3.42 | ↓ |
| 2016 | 3.62 | ↓ |
| 2015 | 3.64 | ↓ |
| 2014 | 3.66 | ↓ |
| 2013 | 3.68 | ↓ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

Figure 3. 2019 Peer Group Scores for Staff and Administration of the Nursing Home

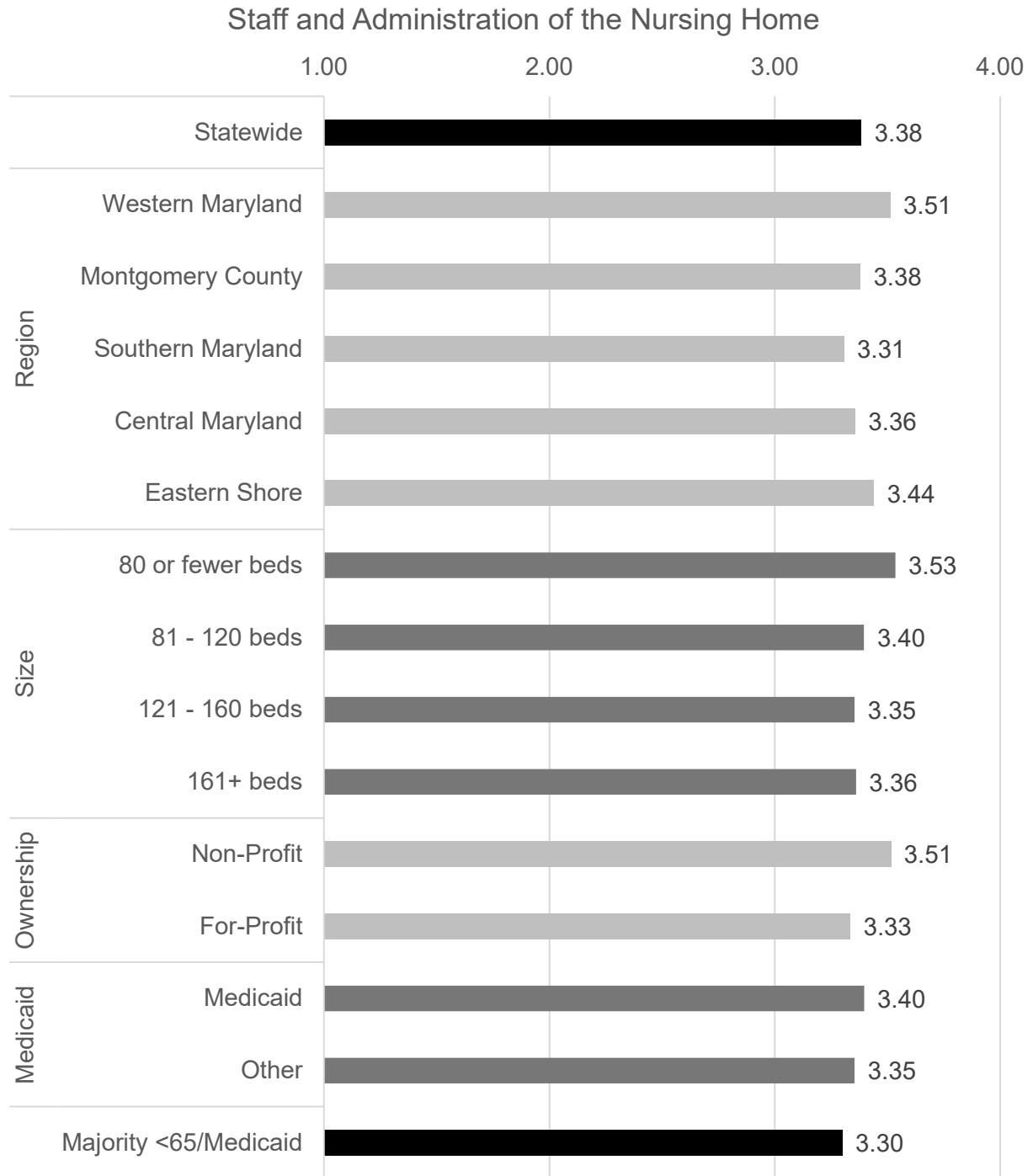


Table 4. 2019 Significant Differences for Staff and Administration of the Nursing Home vs Peers

| 2019 Statewide Score Measured Against Peer Group | | |
|---|--------------|------------------------|
| | Score | 2019 Difference |
| 2019 Statewide | 3.38 | |
| Region | | |
| Western Maryland | 3.51 | ↓ |
| Montgomery County | 3.38 | - |
| Southern Maryland | 3.31 | ↑ |
| Central Maryland | 3.36 | ↑ |
| Eastern Shore | 3.44 | ↓ |
| Size | | |
| 80 or fewer beds | 3.53 | ↓ |
| 81 – 120 beds | 3.40 | ↓ |
| 121 – 160 beds | 3.35 | ↑ |
| 161+ beds | 3.36 | - |
| Ownership | | |
| Non-Profit | 3.51 | ↓ |
| For-Profit | 3.33 | ↑ |
| Payment Source | | |
| Medicaid | 3.40 | ↓ |
| Other | 3.35 | ↑ |
| Service Population | | |
| Majority <65/Medicaid | 3.30 | ↑ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).

Care Provided to Residents

Figure 4. 2013-2019 Domain Scores for Care Provided to Residents

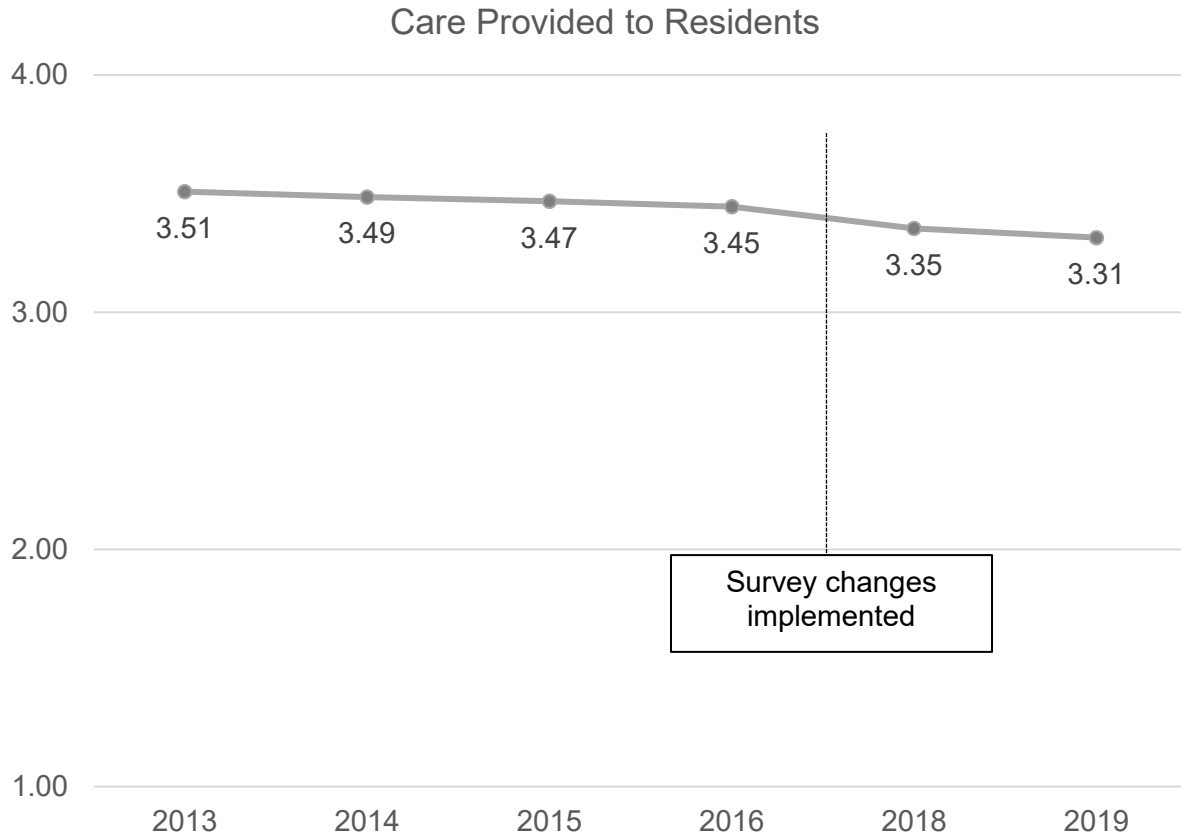


Table 5. 2013-2019 Significant Differences for Care Provided to Residents Trending

| 2019 Statewide Score Measured Against | | |
|---------------------------------------|-------------|-----------------|
| | Score | 2019 Difference |
| 2019 | 3.31 | |
| 2018 | 3.35 | ↓ |
| 2016 | 3.45 | ↓ |
| 2015 | 3.47 | ↓ |
| 2014 | 3.49 | ↓ |
| 2013 | 3.51 | ↓ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

Figure 5. 2019 Peer Group Scores for Care Provided to Residents

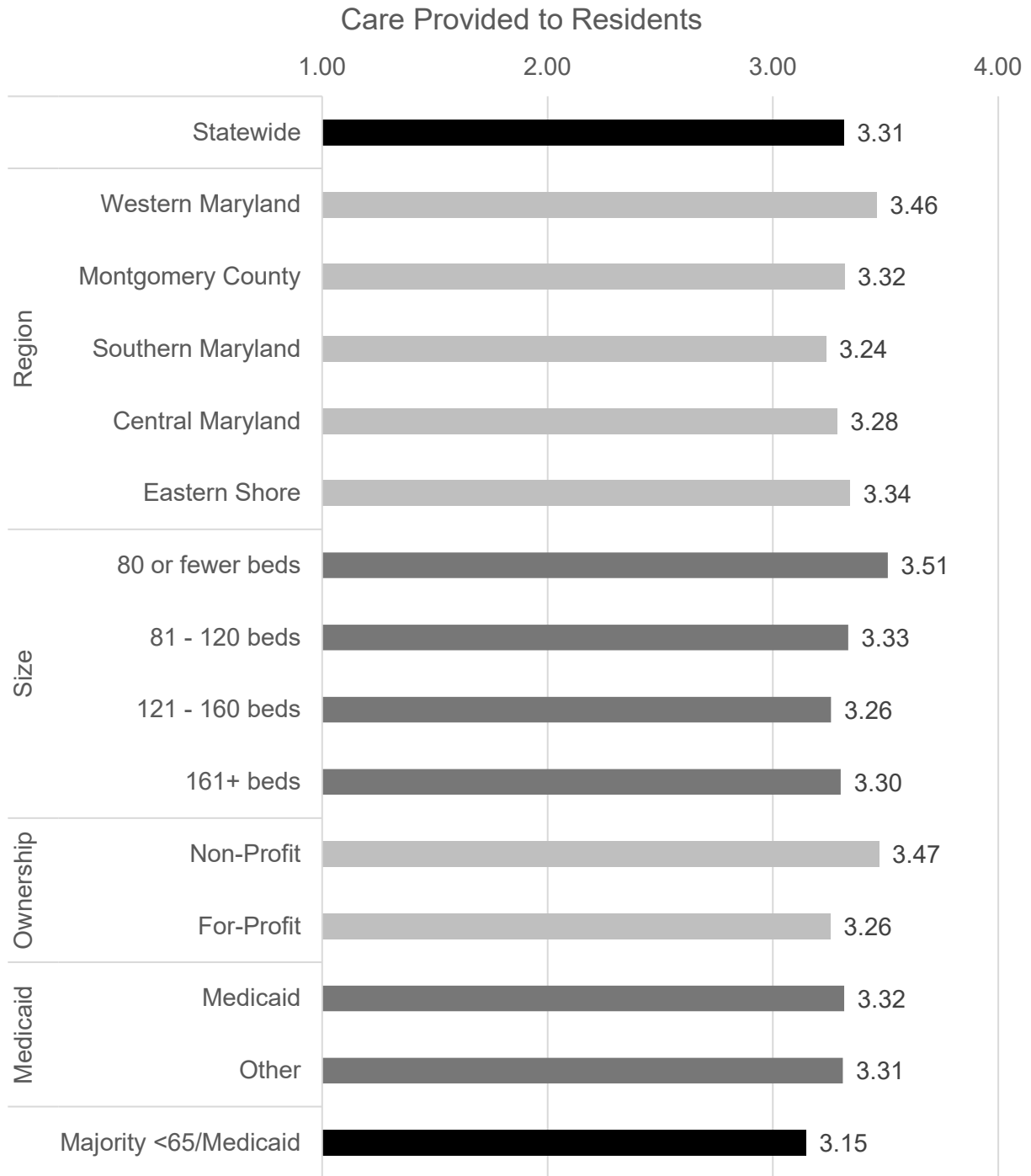


Table 6. 2019 Significant Differences for Care Provided to Residents vs Peers

| 2019 Statewide Score Measured Against Peer Group | | |
|---|--------------|------------------------|
| | Score | 2019 Difference |
| 2019 Statewide | 3.31 | |
| Region | | |
| Western Maryland | 3.46 | ↓ |
| Montgomery County | 3.32 | - |
| Southern Maryland | 3.24 | ↑ |
| Central Maryland | 3.28 | ↑ |
| Eastern Shore | 3.34 | ↓ |
| Size | | |
| 80 or fewer beds | 3.51 | ↓ |
| 81 – 120 beds | 3.33 | ↓ |
| 121 – 160 beds | 3.26 | ↑ |
| 161+ beds | 3.30 | - |
| Ownership | | |
| Non-Profit | 3.47 | ↓ |
| For-Profit | 3.26 | ↑ |
| Payment Source | | |
| Medicaid | 3.32 | ↓ |
| Other | 3.31 | - |
| Service Population | | |
| Majority <65/Medicaid | 3.15 | ↑ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).

Food and Meals

Figure 6. 2018-2019* Domain Scores for Food and Meals

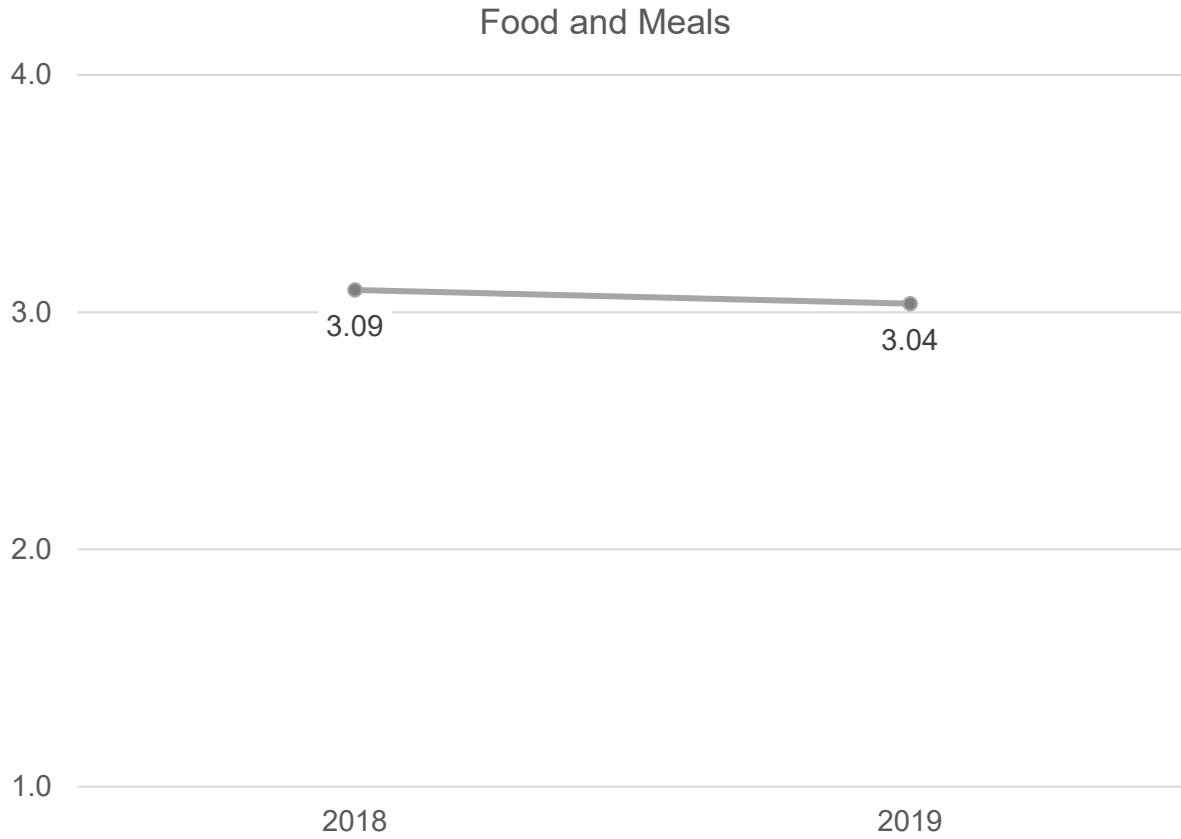


Table 7. 2013-2019 Significant Differences for Food and Meals Trending

| 2019 Statewide Score Measured Against | | |
|---------------------------------------|-------|-----------------|
| | Score | 2019 Difference |
| 2019 | 3.04 | |
| 2018 | 3.09 | ↓ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

**Food and Meals Domain was redefined in the 2018 survey administration*

Figure 7. 2019 Peer Group Domain Scores for Food and Meals

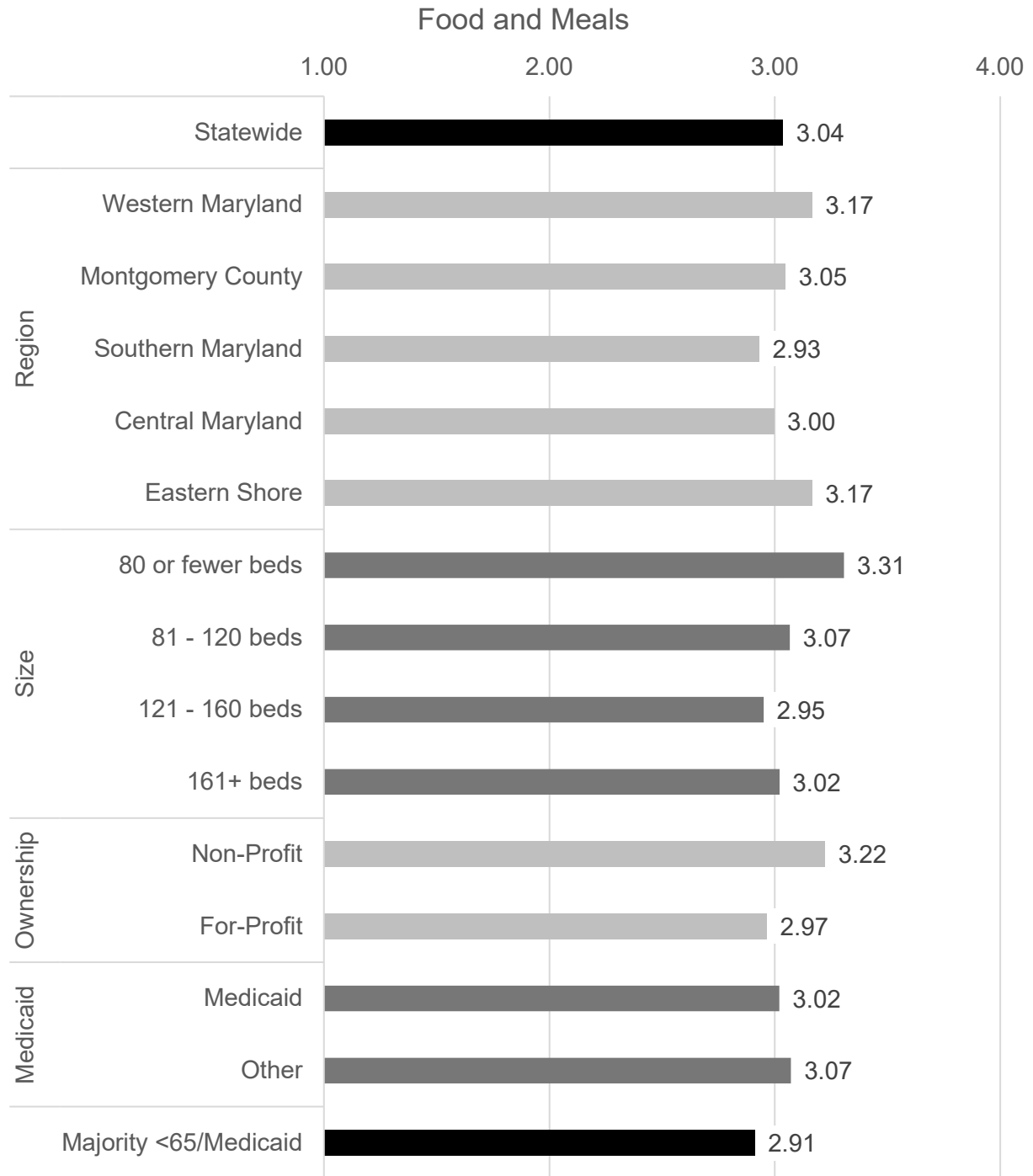


Table 8. 2019 Significant Differences for Food and Meals vs Peers

| 2019 Statewide Score Measured Against Peer Group | | |
|---|--------------|------------------------|
| | Score | 2019 Difference |
| 2019 Statewide | 3.04 | |
| Region | | |
| Western Maryland | 3.17 | ↓ |
| Montgomery County | 3.05 | - |
| Southern Maryland | 2.93 | ↑ |
| Central Maryland | 3.00 | ↑ |
| Eastern Shore | 3.17 | ↓ |
| Size | | |
| 80 or fewer beds | 3.31 | ↓ |
| 81 – 120 beds | 3.07 | ↓ |
| 121 – 160 beds | 2.95 | ↑ |
| 161+ beds | 3.02 | - |
| Ownership | | |
| Non-Profit | 3.22 | ↓ |
| For-Profit | 2.97 | ↑ |
| Payment Source | | |
| Medicaid | 3.02 | - |
| Other | 3.07 | ↓ |
| Service Population | | |
| Majority <65/Medicaid | 2.91 | ↑ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).

Autonomy and Resident Rights

Figure 8. 2013-2019 Domain Scores for Autonomy and Resident Rights

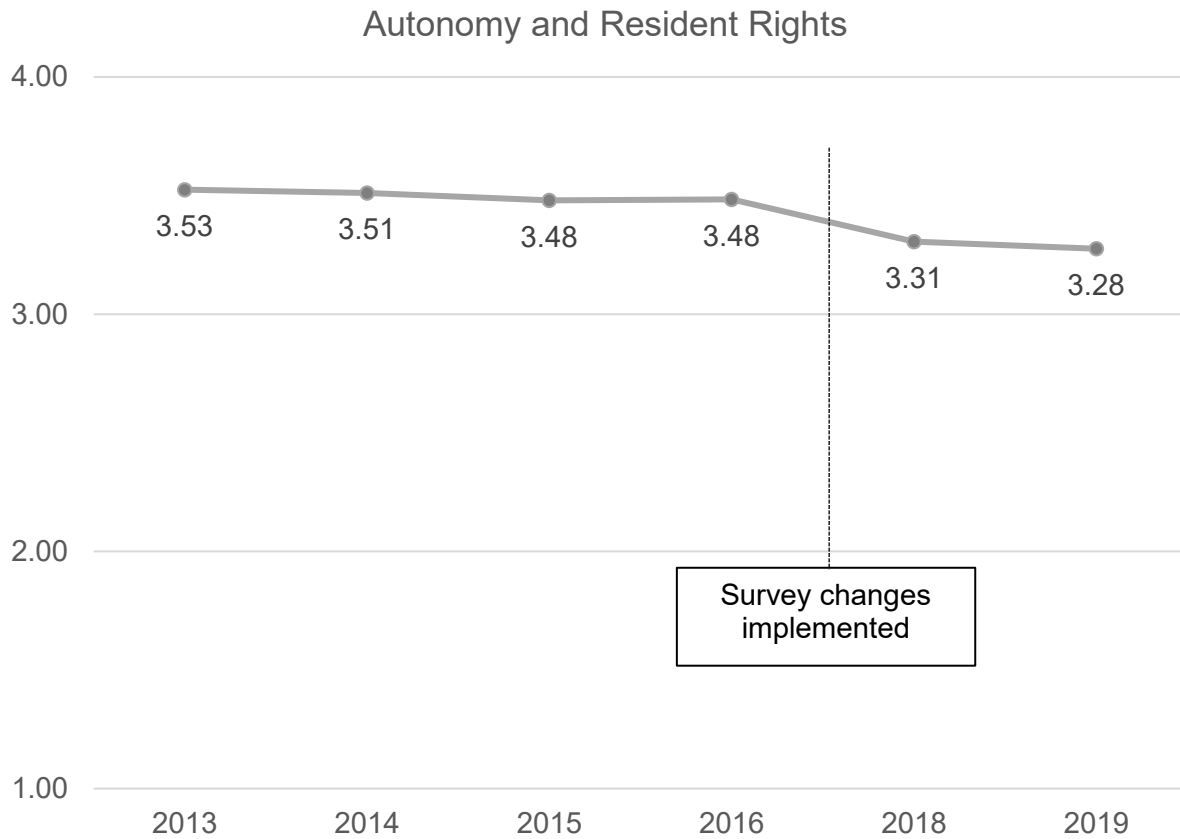


Table 9. 2013-2019 Significant Differences for Autonomy and Resident Rights Trending

| 2019 Statewide Score Measured Against | | |
|---------------------------------------|-------------|-----------------|
| | Score | 2019 Difference |
| 2019 | 3.28 | |
| 2018 | 3.31 | - |
| 2016 | 3.48 | ↓ |
| 2015 | 3.48 | ↓ |
| 2014 | 3.51 | ↓ |
| 2013 | 3.53 | ↓ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

Figure 9. 2019 Peer Group Domain Scores for Autonomy and Resident Rights

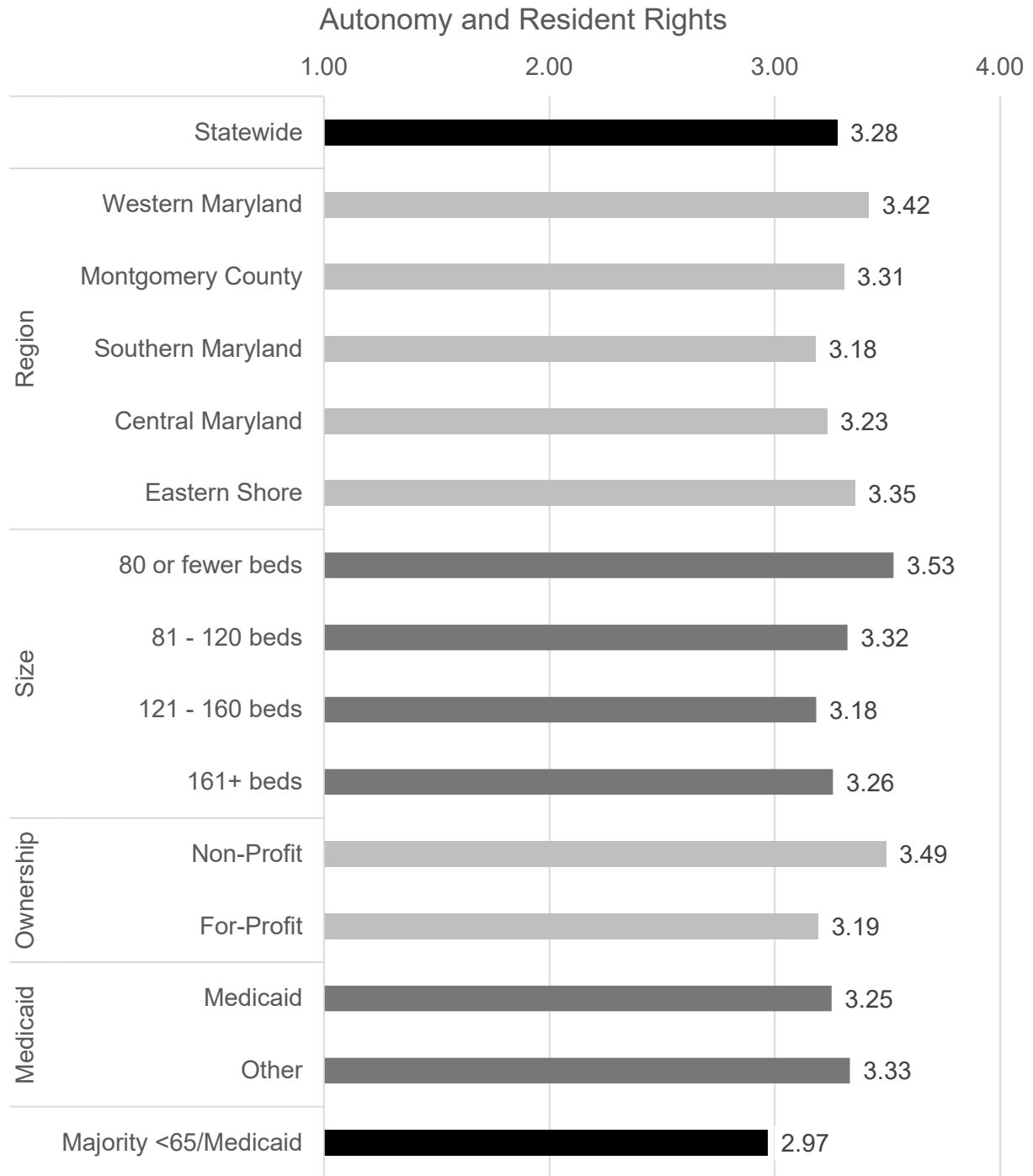


Table 10. 2019 Significant Differences for Autonomy and Resident Rights vs Peers

| 2019 Statewide Score Measured Against Peer Group | | |
|---|--------------|------------------------|
| | Score | 2019 Difference |
| 2019 Statewide | 3.28 | |
| Region | | |
| Western Maryland | 3.42 | ↓ |
| Montgomery County | 3.31 | ↓ |
| Southern Maryland | 3.18 | ↑ |
| Central Maryland | 3.23 | ↑ |
| Eastern Shore | 3.35 | ↓ |
| Size | | |
| 80 or fewer beds | 3.53 | ↓ |
| 81 – 120 beds | 3.32 | ↓ |
| 121 – 160 beds | 3.18 | ↑ |
| 161+ beds | 3.26 | - |
| Ownership | | |
| Non-Profit | 3.49 | ↓ |
| For-Profit | 3.19 | ↑ |
| Payment Source | | |
| Medicaid | 3.25 | ↑ |
| Other | 3.33 | ↓ |
| Service Population | | |
| Majority <65/Medicaid | 2.97 | ↑ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).

Physical Aspects of the Nursing Home

Figure 10. 2013-2019 Domain Scores for Physical Aspects of the Nursing Home

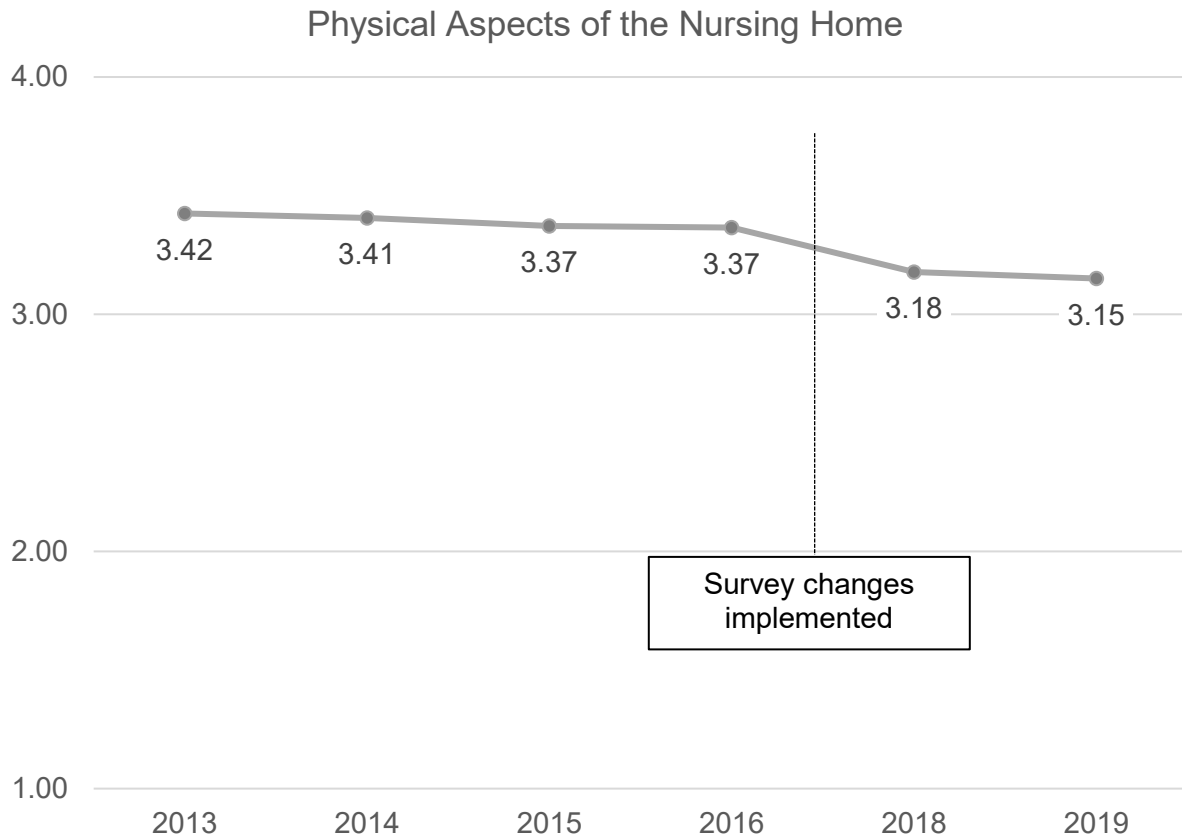


Table 11. 2013-2019 Significant Differences for Physical Aspects of the Nursing Home Trending

| 2019 Statewide Score Measured Against | | |
|---------------------------------------|-------------|-----------------|
| | Score | 2019 Difference |
| 2019 | 3.15 | |
| 2018 | 3.18 | ↓ |
| 2016 | 3.37 | ↓ |
| 2015 | 3.37 | ↓ |
| 2014 | 3.41 | ↓ |
| 2013 | 3.42 | ↓ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

Figure 11. 2019 Peer Group Domain Scores for Physical Aspects of the Nursing Home

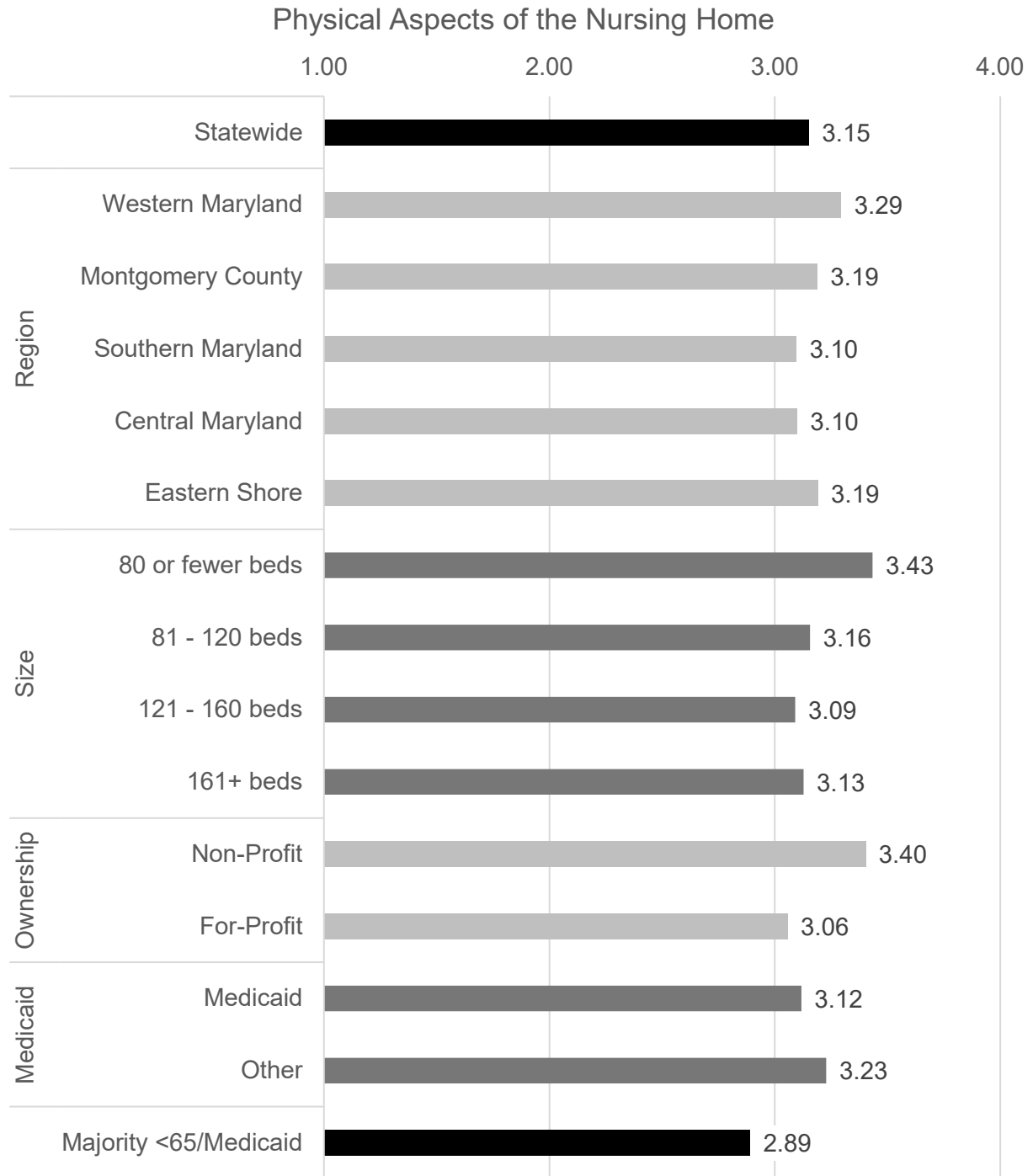


Table 12. 2019 Significant Differences for Physical Aspects of the Nursing Home vs Peers

| 2019 Statewide Score Measured Against Peer Group | | |
|---|--------------|------------------------|
| | Score | 2019 Difference |
| 2019 Statewide | 3.15 | |
| Region | | |
| Western Maryland | 3.29 | ↓ |
| Montgomery County | 3.19 | ↓ |
| Southern Maryland | 3.10 | ↑ |
| Central Maryland | 3.10 | ↑ |
| Eastern Shore | 3.19 | ↓ |
| Size | | |
| 80 or fewer beds | 3.43 | ↓ |
| 81 – 120 beds | 3.16 | - |
| 121 – 160 beds | 3.09 | ↑ |
| 161+ beds | 3.13 | - |
| Ownership | | |
| Non-Profit | 3.40 | ↓ |
| For-Profit | 3.06 | ↑ |
| Payment Source | | |
| Medicaid | 3.12 | ↑ |
| Other | 3.23 | ↓ |
| Service Population | | |
| Majority <65/Medicaid | 2.89 | ↑ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).

Activities

Figure 12. 2018-2019* Domain Scores for Activities

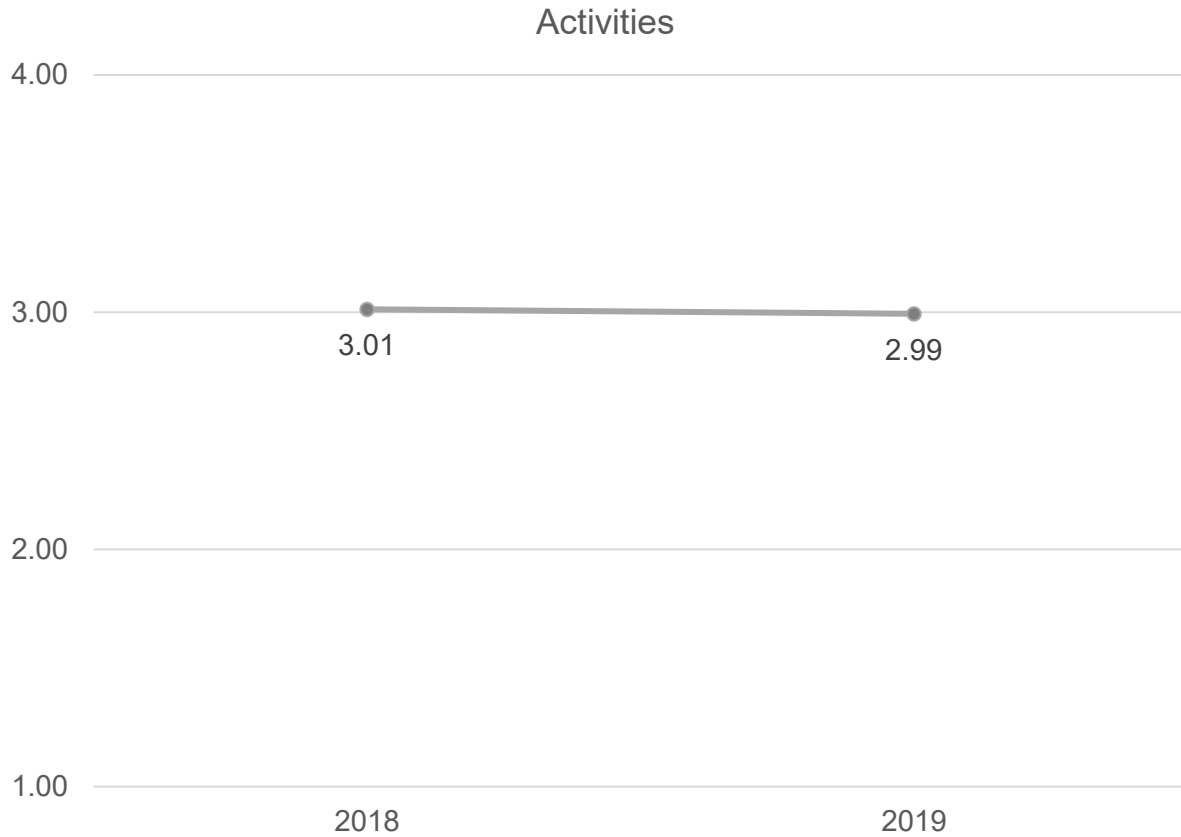


Table 13. 2018-2019 Significant Differences for Activities Trending

| 2019 Statewide Score Measured Against | | |
|---------------------------------------|-------|-----------------|
| | Score | 2019 Difference |
| 2019 | 2.99 | |
| 2018 | 3.01 | - |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

**Activities Domain was added in the 2018 survey administration*

Figure 13. 2019 Peer Group Domain Scores for Activities

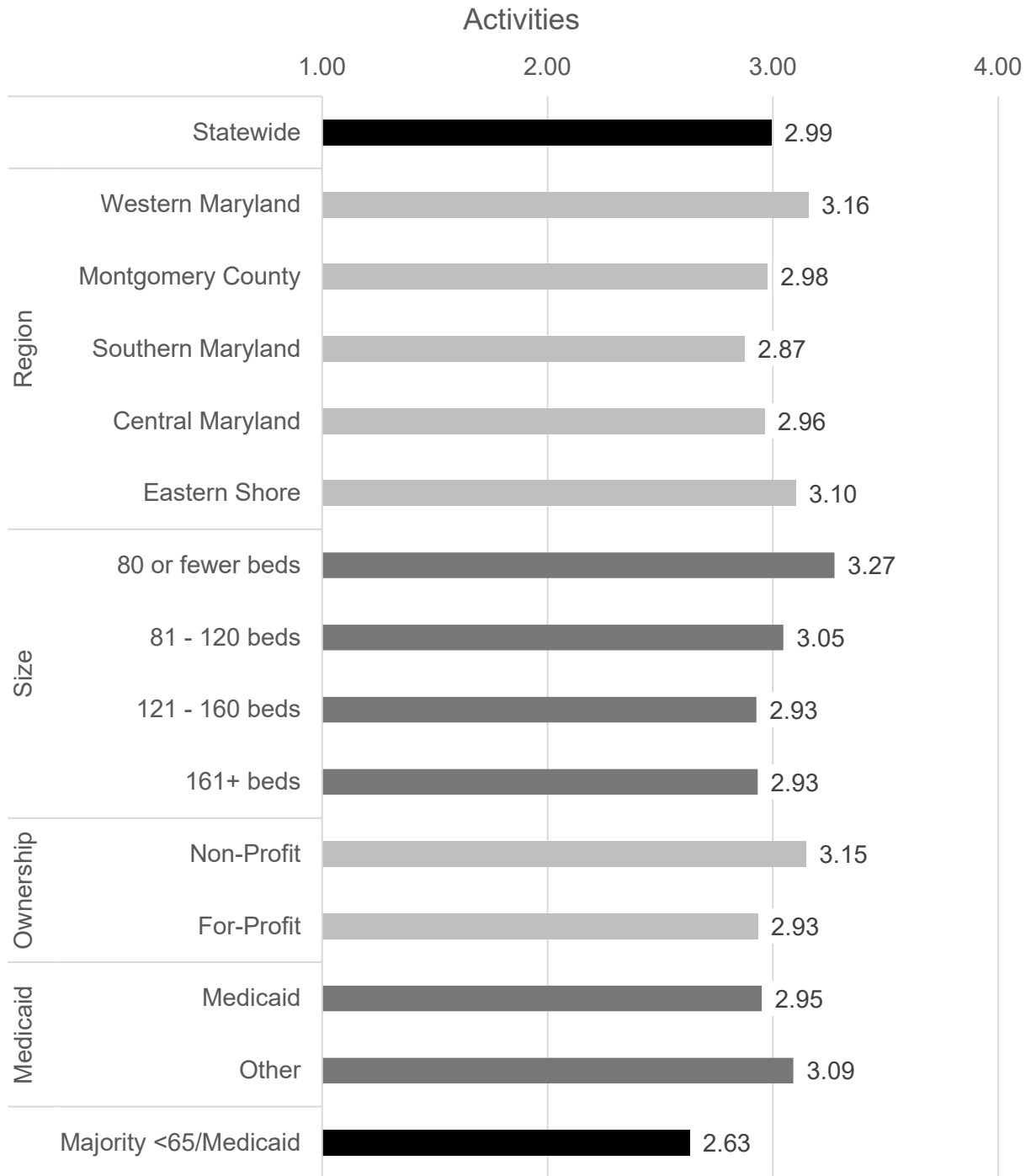


Table 14. 2019 Significant Differences for Activities vs Peers

| 2019 Statewide Score Measured Against Peer Group | | |
|---|--------------|------------------------|
| | Score | 2019 Difference |
| 2019 Statewide | 2.99 | |
| Region | | |
| Western Maryland | 3.16 | ↓ |
| Montgomery County | 2.98 | - |
| Southern Maryland | 2.87 | ↑ |
| Central Maryland | 2.96 | - |
| Eastern Shore | 3.10 | ↓ |
| Size | | |
| 80 or fewer beds | 3.27 | ↓ |
| 81 – 120 beds | 3.05 | ↓ |
| 121 – 160 beds | 2.93 | ↑ |
| 161+ beds | 2.93 | ↑ |
| Ownership | | |
| Non-Profit | 3.15 | ↓ |
| For-Profit | 2.93 | ↑ |
| Payment Source | | |
| Medicaid | 2.95 | ↑ |
| Other | 3.09 | ↓ |
| Service Population | | |
| Majority <65/Medicaid | 2.63 | ↑ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).

Security and Resident's Personal Rights

Figure 14. 2018-2019* Domain Scores for Security and Resident's Personal Rights



Table 15. 2018-2019 Significant Differences for Security and Resident's Personal Rights Trending

| 2019 Statewide Score Measured Against | | |
|---------------------------------------|-------------|-----------------|
| | Score | 2019 Difference |
| 2019 | 3.30 | |
| 2018 | 3.30 | - |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

**Security and Resident's Personal Rights Domain was added in the 2018 survey administration*

Figure 15. 2019 Peer Group Domain Scores for Security and Resident’s Personal Rights

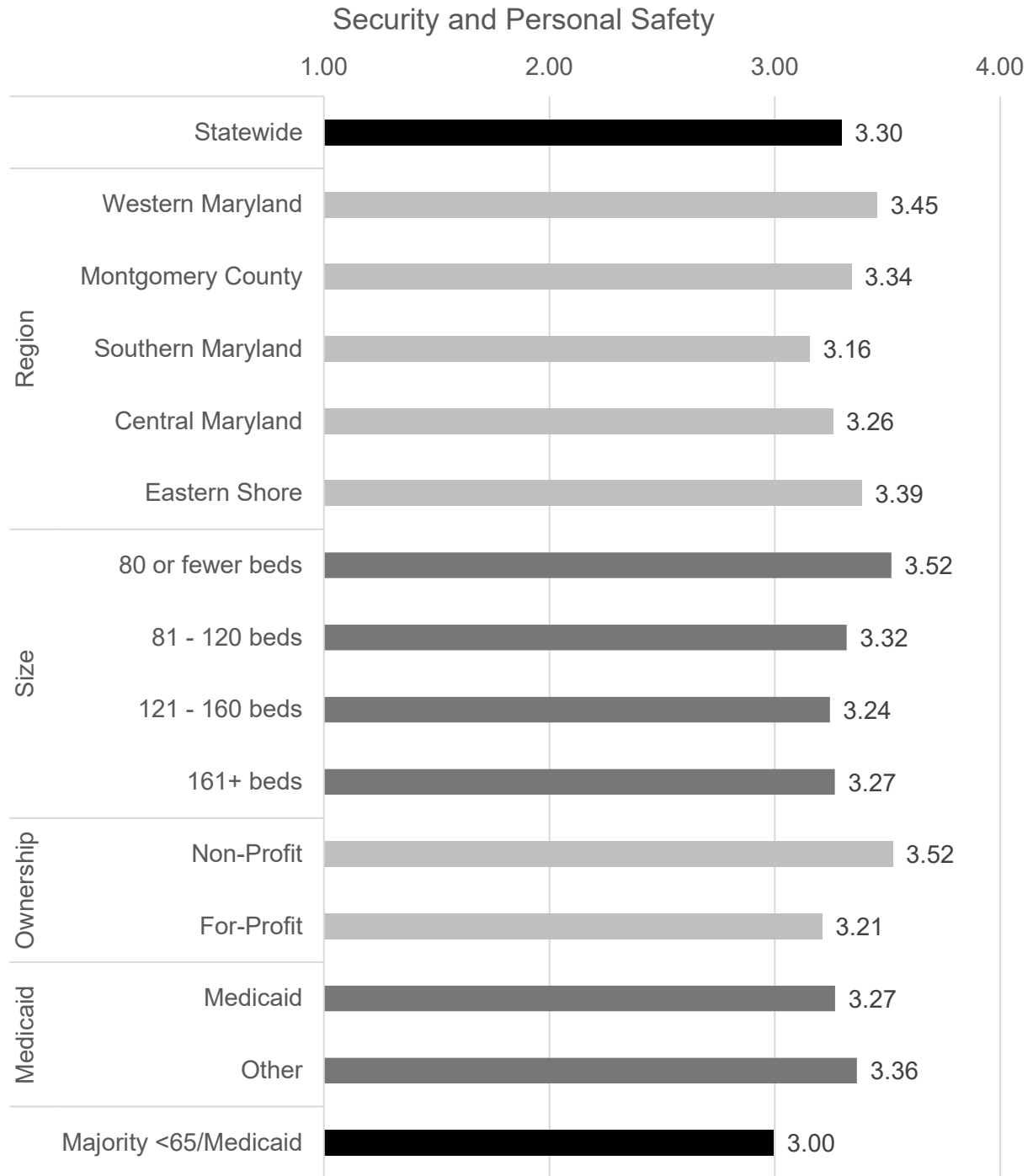


Table 16. 2019 Significant Differences for Security and Resident’s Personal Rights vs Peers

| 2019 Statewide Score Measured Against Peer Group | | |
|---|--------------|------------------------|
| | Score | 2019 Difference |
| 2019 Statewide | 3.30 | |
| Region | | |
| Western Maryland | 3.45 | ↓ |
| Montgomery County | 3.34 | ↓ |
| Southern Maryland | 3.16 | ↑ |
| Central Maryland | 3.26 | ↑ |
| Eastern Shore | 3.39 | ↓ |
| Size | | |
| 80 or fewer beds | 3.52 | ↓ |
| 81 – 120 beds | 3.32 | ↓ |
| 121 – 160 beds | 3.24 | ↑ |
| 161+ beds | 3.27 | ↑ |
| Ownership | | |
| Non-Profit | 3.52 | ↓ |
| For-Profit | 3.21 | ↑ |
| Payment Source | | |
| Medicaid | 3.27 | ↑ |
| Other | 3.36 | ↓ |
| Service Population | | |
| Majority <65/Medicaid | 3.00 | ↑ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).

H. Overall Experience Ratings

Overall rating of care received at the nursing home

Note: Unlike the other domains, which are calculated on a score from one to four, the overall rating of care received at the nursing home is calculated on a scale from one to ten.

Figure 16. 2013-2019 Scores for Overall rating of care received at the nursing home

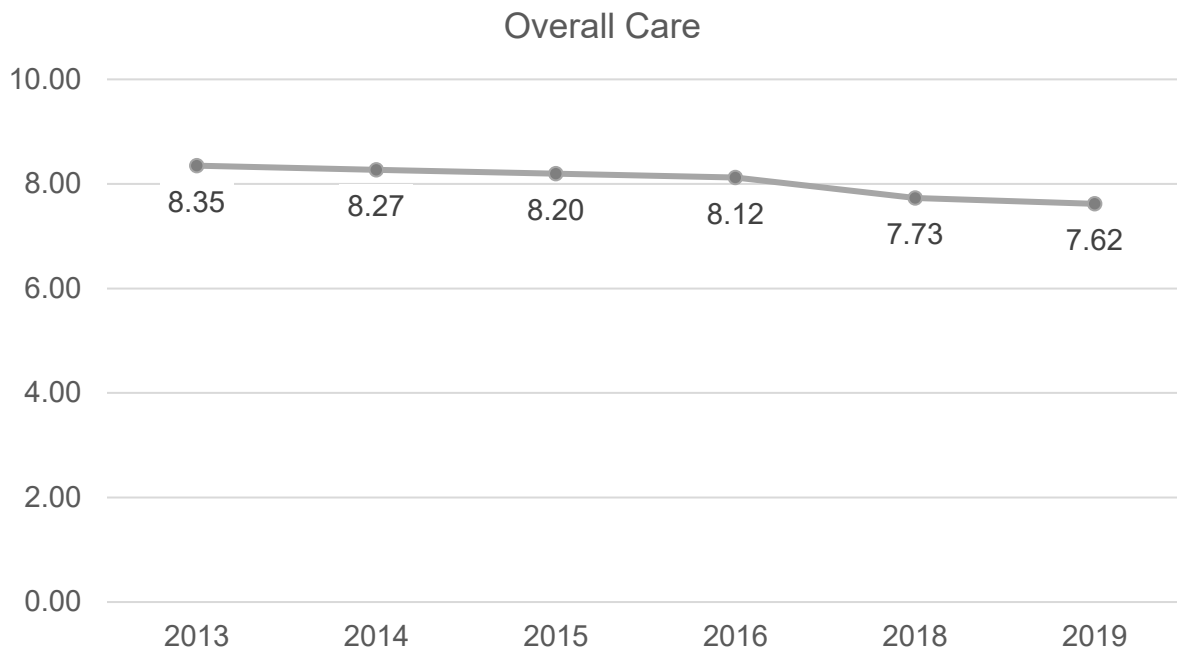


Table 17. 2013-2019 Significant Differences for Overall rating of care received at the nursing home Trending

| 2019 Statewide Score Measured Against | | |
|---------------------------------------|-------------|-----------------|
| | Score | 2019 Difference |
| 2019 | 7.62 | |
| 2018 | 7.73 | ↓ |
| 2016 | 8.12 | ↓ |
| 2015 | 8.20 | ↓ |
| 2014 | 8.27 | ↓ |
| 2013 | 8.35 | ↓ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

Figure 17. 2019 Peer Group Scores for Overall rating of care received at the nursing home

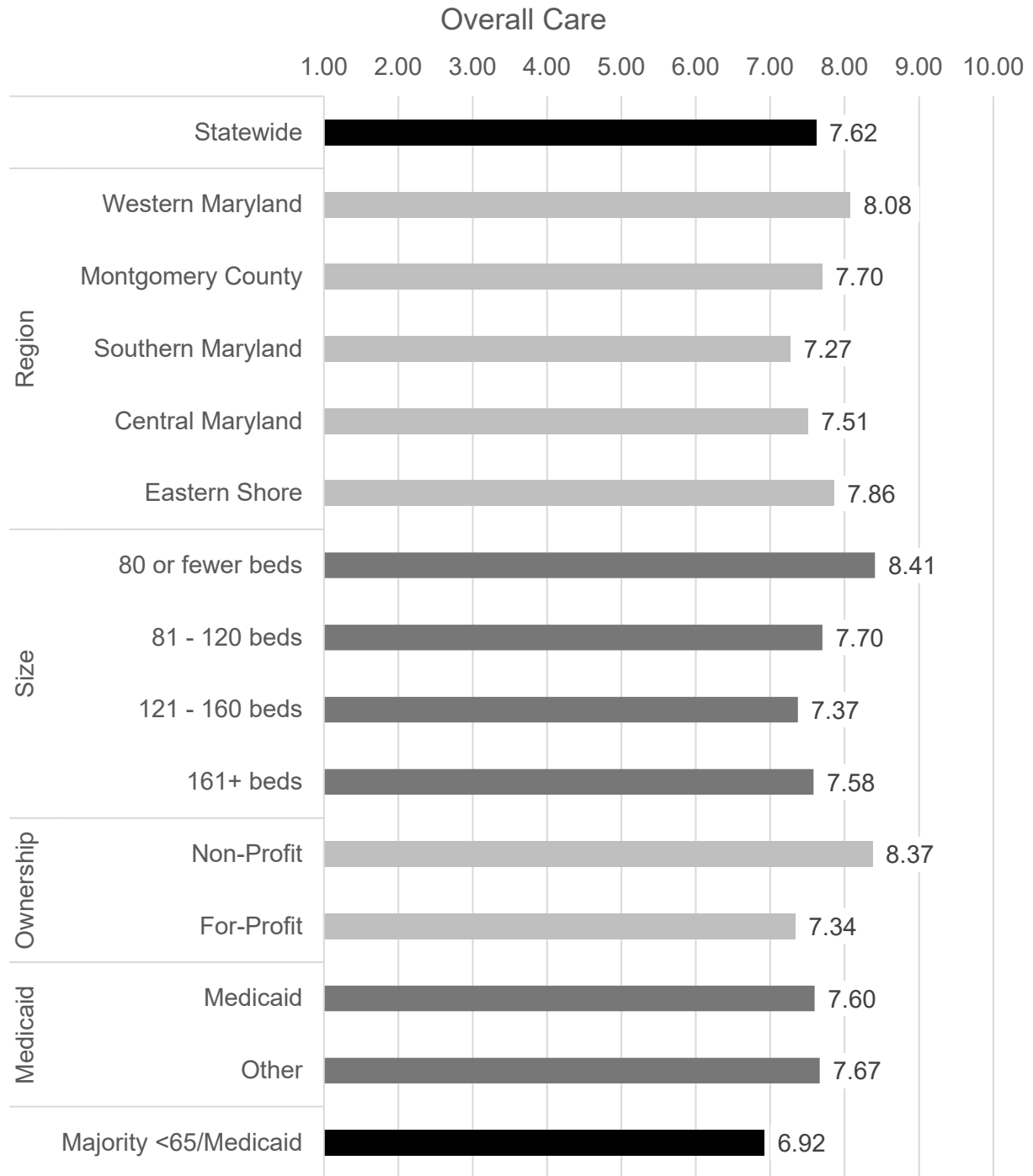


Table 18. 2019 Significant Differences for Overall rating of care received at the nursing home vs Peers

| 2019 Statewide Score Measured Against Peer Group | | |
|---|--------------|------------------------|
| | Score | 2019 Difference |
| 2019 Statewide | 7.62 | |
| Region | | |
| Western Maryland | 8.08 | ↓ |
| Montgomery County | 7.70 | ↓ |
| Southern Maryland | 7.27 | ↑ |
| Central Maryland | 7.51 | ↑ |
| Eastern Shore | 7.86 | ↓ |
| Size | | |
| 80 or fewer beds | 8.41 | ↓ |
| 81 – 120 beds | 7.70 | ↓ |
| 121 – 160 beds | 7.37 | ↑ |
| 161+ beds | 7.58 | - |
| Ownership | | |
| Non-Profit | 8.37 | ↓ |
| For-Profit | 7.34 | ↑ |
| Payment Source | | |
| Medicaid | 7.60 | - |
| Other | 7.67 | ↓ |
| Service Population | | |
| Majority <65/Medicaid | 6.92 | ↑ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).

Nursing Home Recommendation

Note: For this measure, the charts and tables summarize the percentage of respondents indicating that they would “definitely” or “probably” recommend the nursing home.

Figure 18. 2013-2019 Scores for Nursing Home Recommendation

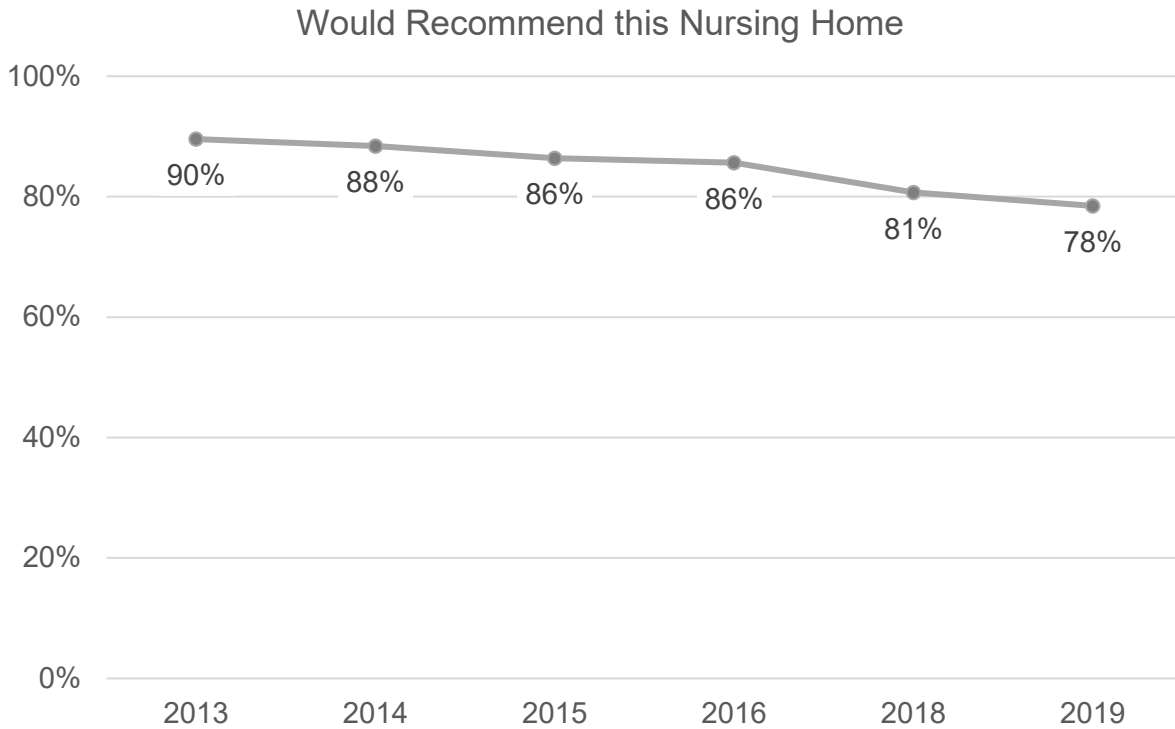


Table 19. 2013-2019 Significant Differences for Nursing Home Recommendation Trending

| 2019 Statewide Score Measured Against | | |
|---------------------------------------|------------|-----------------|
| | Score | 2019 Difference |
| 2019 | 78% | |
| 2018 | 81% | ↓ |
| 2016 | 86% | ↓ |
| 2015 | 86% | ↓ |
| 2014 | 88% | ↓ |
| 2013 | 90% | ↓ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

Figure 19. 2019 Peer Group Domain Scores for Nursing Home Recommendation

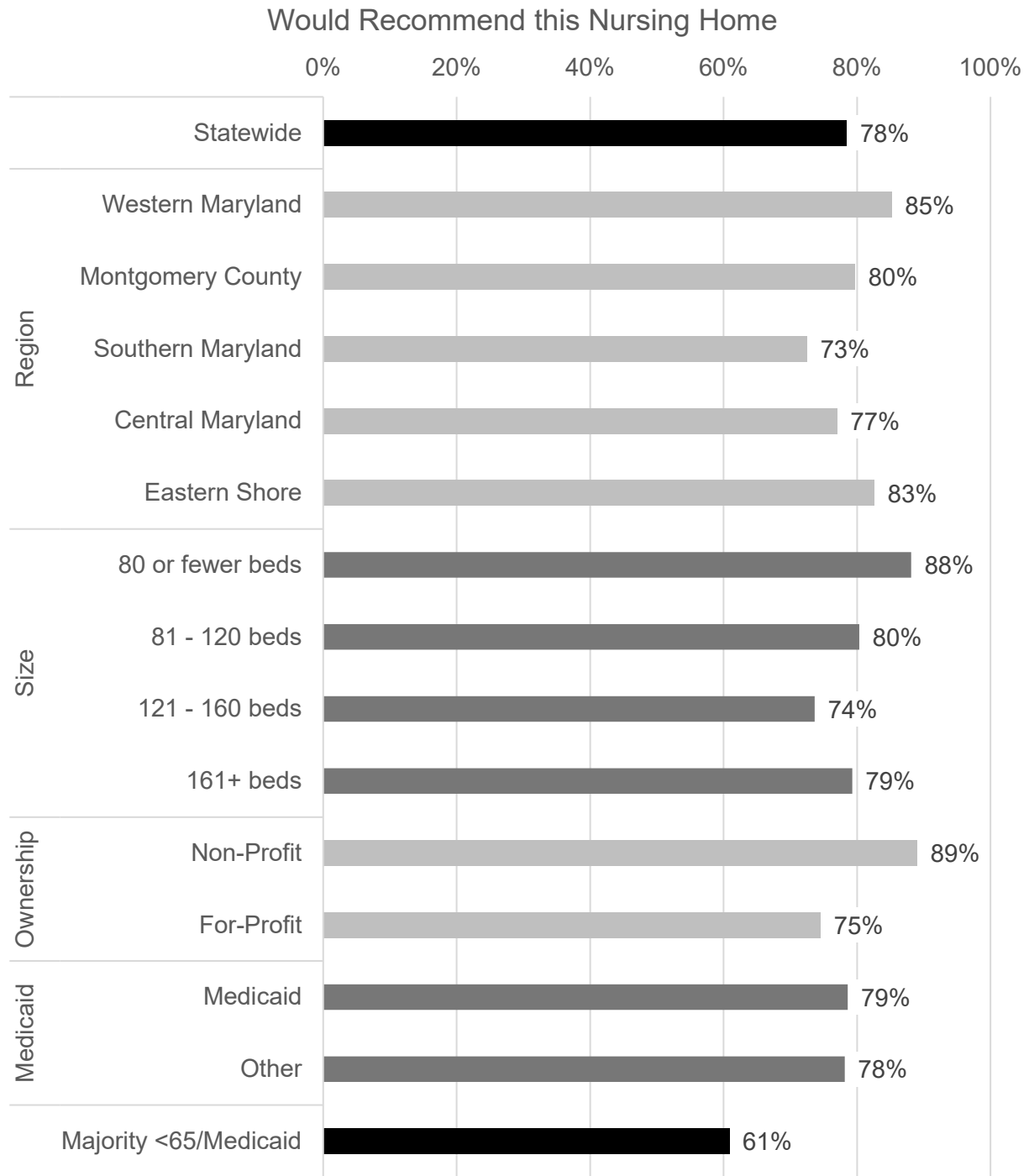


Table 20. 2019 Significant Differences for Nursing Home Recommendation vs Peers

| 2019 Statewide Score Measured Against Peer Group | | |
|---|--------------|------------------------|
| | Score | 2019 Difference |
| 2019 Statewide | 81% | |
| Region | | |
| Western Maryland | 85% | ↓ |
| Montgomery County | 80% | - |
| Southern Maryland | 73% | ↑ |
| Central Maryland | 77% | ↑ |
| Eastern Shore | 83% | ↓ |
| Size | | |
| 80 or fewer beds | 88% | ↓ |
| 81 – 120 beds | 80% | ↓ |
| 121 – 160 beds | 74% | ↑ |
| 161+ beds | 79% | - |
| Ownership | | |
| Non-Profit | 89% | ↓ |
| For-Profit | 75% | ↑ |
| Payment Source | | |
| Medicaid | 79% | - |
| Other | 78% | - |
| Service Population | | |
| Majority <65/Medicaid | 61% | ↑ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).

I. Item-Level Ratings

This section provides a summary of each of the items that are used in calculating the seven domain scores. Questions were evaluated using either a 4-point scale or as Yes/No options. In addition, there were two questions that evaluated the overall experience and the level of care provided by the nursing home. Please note that:

- Item scores are calculated by providing the percent of respondents answering in a ‘top box’ score. The top box is the percentage of respondents rating an item in the two most positive response categories. For example, in questions rated Always to Never, the percentage of respondents assessing an item as Always or Usually if those are the most positive, or Sometimes and Never if those are the most positive responses.
- For Yes/No responses, only the percentage of respondents providing a positive response are displayed.
- For the overall rating of care question, the average score is displayed.

Low scoring items indicate a low level of satisfaction and a low level of positive experience and high scores indicate a high level of satisfaction and a high level of positive experience. For more details on the scoring metrics used, please refer to Section F.

Several items presented here are used as screening questions to determine the appropriateness of follow-up questions. These questions are presented here in the interest of completeness. They display the percentage at which respondents answered in such a way as to require any follow-up questions. These questions are presented in *italicized text*. They are not considered when calculating the domain score.

New questions added in 2018 are highlighted in **bold**.

Table A. 2019 Item Level Scores by Region

| | State wide | 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 | | | | | | | | | | | |
| In the last 6 months, how often did you receive timely notification of changes such as the resident's condition, medications, or emergencies? | 76% | 84% | ↓ | 76% | | 70% | ↑ | 75% | | 77% | |
| In the last 6 months, if you asked for information about the resident, how often did you get the information within 48 hours? | 79% | 86% | ↓ | 77% | ↑ | 74% | ↑ | 79% | | 83% | ↓ |
| In the last 6 months, how often did the nurses and nursing assistants treat <u>you</u> with courtesy and respect? | 91% | 94% | ↓ | 91% | | 88% | ↑ | 91% | | 92% | |
| In the last 6 months, how often did the nurses and nursing assistants treat the <u>resident</u> with courtesy and respect? | 88% | 93% | ↓ | 88% | | 87% | | 87% | ↑ | 90% | ↓ |
| In the last 6 months, how often did staff members respect the resident's privacy? | 91% | 93% | ↓ | 90% | | 91% | | 90% | | 92% | |
| In the last 6 months, how often did you feel confident the staff was knowledgeable about the resident's medical condition(s) and treatment(s)? | 77% | 83% | ↓ | 75% | | 72% | ↑ | 76% | | 80% | ↓ |
| In the last 6 months, how often were you able to find a nurse or aide when you wanted one? | 77% | 83% | ↓ | 77% | | 74% | ↑ | 75% | ↑ | 79% | ↓ |
| In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident? | 94% | 96% | ↓ | 93% | | 94% | | 94% | | 95% | ↓ |
| Care Provided to Residents | | | | | | | | | | | |
| Were you invited to participate in a care conference in the last 6 months? | 91% | 95% | ↓ | 91% | | 89% | ↑ | 91% | | 90% | |
| In the last 6 months, how often were you involved as much as you wanted in care decisions? | 83% | 90% | ↓ | 83% | | 80% | ↑ | 81% | ↑ | 84% | |
| <i>In the last 6 months, during any of your visits, did you help the resident with toileting?</i> | 25% | 22% | ↑ | 24% | | 27% | | 25% | | 24% | |
| In the last 6 months, how often, if at all, did you help with toileting because the nurses or nursing assistants either were not available or made the resident wait too long? | 70% | 80% | ↓ | 72% | | 62% | ↑ | 68% | | 76% | ↓ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Blank cells indicate no difference.

Italicized questions are not used in the domain score calculations.
 Questions in **bold** are new additions to the 2018 survey.

Table A. 2019 Item Level Scores by Region (continued)

| | State wide | Region | | | | | | | | | |
|---|------------|------------------|------|-------------------|------|-------------------|------|------------------|------|---------------|------|
| | | Western Maryland | | Montgomery County | | Southern Maryland | | Central Maryland | | Eastern Shore | |
| | | Score | Diff | Score | Diff | Score | Diff | Score | Diff | Score | Diff |
| Care Provided to Residents (continued) | | | | | | | | | | | |
| In the last 6 months, did the resident look and smell clean? | 83% | 88% | ↓ | 84% | | 81% | ↑ | 83% | | 84% | |
| <i>In the last 6 months, did the resident use the nursing home's laundry service for his or her clothes?</i> | 63% | 74% | ↓ | 66% | | 56% | ↑ | 61% | ↑ | 69% | ↓ |
| In the last 6 months, how often were you satisfied with the laundry services the resident received? | 75% | 84% | ↓ | 77% | | 73% | | 71% | ↑ | 74% | |
| <i>In the last 6 months, did you see any resident, including this resident, behave in a way that made it hard for nurses or nursing assistants to provide care?</i> | 26% | 30% | ↓ | 29% | ↓ | 23% | ↑ | 24% | | 22% | ↑ |
| How often did nurses/nursing aides handle the situation in a way that was acceptable to you? | 84% | 91% | ↓ | 85% | | 78% | ↑ | 82% | | 90% | ↓ |
| <i>In the last 6 months, did you discuss any issues or concerns with the nursing home staff about the care the resident received in the nursing home?</i> | 62% | 58% | ↑ | 64% | | 63% | | 64% | | 57% | ↑ |
| In the last 6 months, were you satisfied with the way the nursing home staff handled issues or concerns that you brought to their attention? | 64% | 73% | ↓ | 64% | | 60% | ↑ | 63% | | 70% | ↓ |
| In the last 6 months, did you ever stop yourself from talking to any nursing home staff about your concerns because you thought they might take it out on the resident? | 84% | 88% | ↓ | 84% | | 81% | ↑ | 84% | | 85% | |
| How often did you help with eating or drinking because the nurses or nursing assistants were not available to help or made him or her wait too long? | 84% | 87% | ↓ | 81% | ↑ | 83% | | 83% | | 86% | |
| Food and Meals | | | | | | | | | | | |
| In the last 6 months, how often was the resident served a variety of food (e.g., fresh vegetables and fruits, lean meats, fish)? | 79% | 84% | ↓ | 78% | | 75% | ↑ | 78% | | 84% | ↓ |
| In the last 6 months, how often was the food served to the resident high quality (i.e., attractive, appetizing, and nutritious)? | 67% | 74% | ↓ | 67% | | 62% | ↑ | 65% | ↑ | 73% | ↓ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Blank cells indicate no difference.

Italicized questions are not used in the domain score calculations.
 Questions in **bold** are new additions to the 2018 survey.

Table A. 2019 Item Level Scores by Region (continued)

| | State wide | Region | | | | | | | | | |
|--|------------|------------------|------|-------------------|------|-------------------|------|------------------|------|---------------|------|
| | | Western Maryland | | Montgomery County | | Southern Maryland | | Central Maryland | | Eastern Shore | |
| | | Score | Diff | Score | Diff | Score | Diff | Score | Diff | Score | Diff |
| Activities | | | | | | | | | | | |
| In the last 6 months, how often were meaningful activities offered most days of the week? | 76% | 81% | ↓ | 76% | | 72% | ↑ | 74% | ↑ | 80% | ↓ |
| In the last 6 months, how often were physical activities (i.e., activities that encourage some movement) offered most days of the week? | 65% | 72% | ↓ | 65% | | 62% | ↑ | 63% | ↑ | 70% | ↓ |
| Autonomy and Resident Rights | | | | | | | | | | | |
| If the resident desires private space for visits such as with clergy or family, how often is private space available? | 81% | 86% | ↓ | 83% | | 80% | | 79% | ↑ | 83% | |
| In the last 6 months, how often did you observe that the resident's or other residents' privacy was protected when the resident was dressing, showering, bathing, or in a public area? | 90% | 93% | ↓ | 90% | | 88% | | 89% | | 90% | |
| In the last 6 months, how often were the resident's preferences about daily routine carried out (e.g. time and place for meals and time and type of bath)? | 77% | 84% | ↓ | 75% | | 72% | ↑ | 76% | | 80% | ↓ |
| Physical Aspects of the Nursing Home | | | | | | | | | | | |
| In the last six months, how often was the resident's room bright and cheerful? | 73% | 80% | ↓ | 76% | ↓ | 71% | ↑ | 70% | ↑ | 76% | ↓ |
| In the last 6 months, how often did the public areas of the nursing home look and smell clean? | 82% | 89% | ↓ | 81% | | 80% | | 80% | ↑ | 82% | |
| In the last 6 months, how often did the resident's room look and smell clean? | 79% | 84% | ↓ | 81% | | 78% | | 77% | ↑ | 79% | |
| In the last 6 months, how often was the noise level around the resident's room acceptable to you? | 83% | 87% | ↓ | 83% | | 81% | ↑ | 82% | | 85% | |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Blank cells indicate no difference.

*Italicized questions are not used in the domain score calculations. Questions in **bold** are new additions to the 2018 survey.*

Table A. 2019 Item Level Scores by Region (continued)

| | State wide | Region | | | | | | | | | |
|--|------------|------------------|------|-------------------|------|-------------------|------|------------------|------|---------------|------|
| | | Western Maryland | | Montgomery County | | Southern Maryland | | Central Maryland | | Eastern Shore | |
| | | Score | Diff | Score | Diff | Score | Diff | Score | Diff | Score | Diff |
| Security and Resident's Personal Rights | | | | | | | | | | | |
| In the last 6 months, how often was there enough security for the facility (e.g., alarms, security guard, locked doors)? | 90% | 94% | ↓ | 90% | | 85% | ↑ | 89% | | 93% | ↓ |
| In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal items? | 72% | 81% | ↓ | 73% | | 66% | ↑ | 69% | ↑ | 75% | ↓ |
| In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal safety? | 88% | 92% | ↓ | 89% | | 85% | ↑ | 87% | | 90% | ↓ |
| Satisfaction with Overall Experience | | | | | | | | | | | |
| Using any number from 1 to 10, where 10 is the best care possible and 1 is the worst care possible, what number would you use to rate the care at this nursing home? | 74% | 82% | ↓ | 76% | | 68% | ↑ | 72% | ↑ | 78% | ↓ |
| If someone needed nursing home care, would you recommend this nursing home to them? | 78% | 85% | ↓ | 80% | | 73% | ↑ | 77% | ↑ | 83% | ↓ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Blank cells indicate no difference.

*Italicized questions are not used in the domain score calculations.
Questions in **bold** are new additions to the 2018 survey.*

Table B. 2019 Item Level Scores by Facility Owner

| | Statewide | Ownership Type | | | |
|--|-----------|----------------|------|------------|------|
| | | Non-profit | | For-profit | |
| | | Score | Diff | Score | Diff |
| Staff and Administration of the Nursing Home | | | | | |
| In the last 6 months, how often did you receive timely notification of changes such as the resident's condition, medications, or emergencies? | 76% | 85% | ↓ | 73% | ↑ |
| In the last 6 months, if you asked for information about the resident, how often did you get the information within 48 hours? | 79% | 86% | ↓ | 76% | ↑ |
| In the last 6 months, how often did the nurses and nursing assistants treat <u>you</u> with courtesy and respect? | 91% | 95% | ↓ | 90% | ↑ |
| In the last 6 months, how often did the nurses and nursing assistants treat the <u>resident</u> with courtesy and respect? | 88% | 92% | ↓ | 87% | ↑ |
| In the last 6 months, how often did staff members respect the resident's privacy? | 91% | 95% | ↓ | 89% | ↑ |
| In the last 6 months, how often did you feel confident the staff was knowledgeable about the resident's medical condition(s) and treatment(s)? | 77% | 83% | ↓ | 74% | ↑ |
| In the last 6 months, how often were you able to find a nurse or aide when you wanted one? | 77% | 82% | ↓ | 75% | ↑ |
| In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident? | 94% | 96% | ↓ | 93% | |
| Care Provided to Residents | | | | | |
| Were you invited to participate in a care conference in the last 6 months? | 91% | 95% | ↓ | 89% | ↑ |
| In the last 6 months, how often were you involved as much as you wanted in care decisions? | 83% | 90% | ↓ | 80% | ↑ |
| <i>In the last 6 months, during any of your visits, did you help the resident with toileting?</i> | 25% | 25% | | 25% | |
| In the last 6 months, how often, if at all, did you help with toileting because the nurses or nursing assistants either were not available or made the resident wait too long? | 70% | 75% | ↓ | 68% | |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Blank cells indicate no difference.

Italicized questions are not used in the domain score calculations.
 Questions in **bold** are new additions to the 2018 survey.

Table B. 2019 Item Level Scores by Facility Owner (continued)

| | Statewide | Ownership Type | | | |
|---|-----------|----------------|------|------------|------|
| | | Non-profit | | For-profit | |
| | | Score | Diff | Score | Diff |
| Care Provided to Residents (continued) | | | | | |
| In the last 6 months, did the resident look and smell clean? | 83% | 91% | ↓ | 81% | ↑ |
| <i>In the last 6 months, did the resident use the nursing home's laundry service for his or her clothes?</i> | 63% | 69% | ↓ | 61% | ↑ |
| In the last 6 months, how often were you satisfied with the laundry services the resident received? | 75% | 86% | ↓ | 70% | ↑ |
| <i>In the last 6 months, did you see any resident, including this resident, behave in a way that made it hard for nurses or nursing assistants to provide care?</i> | 26% | 30% | ↓ | 24% | ↑ |
| How often did nurses/nursing aides handle the situation in a way that was acceptable to you? | 84% | 89% | ↓ | 82% | ↑ |
| <i>In the last 6 months, did you discuss any issues or concerns with the nursing home staff about the care the resident received in the nursing home?</i> | 62% | 62% | | 62% | |
| In the last 6 months, were you satisfied with the way the nursing home staff handled issues or concerns that you brought to their attention? | 64% | 75% | ↓ | 60% | ↑ |
| In the last 6 months, did you ever stop yourself from talking to any nursing home staff about your concerns because you thought they might take it out on the resident? | 84% | 87% | ↓ | 83% | |
| How often did you help with eating or drinking because the nurses or nursing assistants were not available to help or made him or her wait too long? | 84% | 84% | | 83% | |
| Food and Meals | | | | | |
| In the last 6 months, how often was the resident served a variety of food (e.g., fresh vegetables and fruits, lean meats, fish)? | 79% | 87% | ↓ | 76% | ↑ |
| In the last 6 months, how often was the food served to the resident high quality (i.e., attractive, appetizing, and nutritious)? | 67% | 76% | ↓ | 63% | ↑ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Blank cells indicate no difference.

Italicized questions are not used in the domain score calculations.
 Questions in **bold** are new additions to the 2018 survey.

Table B. 2019 Item Level Scores by Facility Owner (continued)

| | Statewide | Ownership Type | | | |
|--|-----------|----------------|------|------------|------|
| | | Non-profit | | For-profit | |
| | | Score | Diff | Score | Diff |
| Activities | | | | | |
| In the last 6 months, how often were meaningful activities offered most days of the week? | 76% | 83% | ↓ | 73% | ↑ |
| In the last 6 months, how often were physical activities (i.e., activities that encourage some movement) offered most days of the week? | 65% | 71% | ↓ | 63% | ↑ |
| Autonomy and Resident Rights | | | | | |
| If the resident desires private space for visits such as with clergy or family, how often is private space available? | 81% | 91% | ↓ | 77% | ↑ |
| In the last 6 months, how often did you observe that the resident's or other residents' privacy was protected when the resident was dressing, showering, bathing, or in a public area? | 90% | 94% | ↓ | 88% | ↑ |
| In the last 6 months, how often were the resident's preferences about daily routine carried out (e.g. time and place for meals and time and type of bath)? | 77% | 84% | ↓ | 74% | ↑ |
| Physical Aspects of the Nursing Home | | | | | |
| In the last six months, how often was the resident's room bright and cheerful? | 73% | 86% | ↓ | 69% | ↑ |
| In the last 6 months, how often did the public areas of the nursing home look and smell clean? | 82% | 92% | ↓ | 78% | ↑ |
| In the last 6 months, how often did the resident's room look and smell clean? | 79% | 89% | ↓ | 75% | ↑ |
| In the last 6 months, how often was the noise level around the resident's room acceptable to you? | 83% | 89% | ↓ | 81% | ↑ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Blank cells indicate no difference.

*Italicized questions are not used in the domain score calculations.
Questions in **bold** are new additions to the 2018 survey.*

Table B. 2019 Item Level Scores by Facility Owner (continued)

| | Statewide | Ownership Type | | | |
|--|-----------|----------------|------|------------|------|
| | | Non-profit | | For-profit | |
| | | Score | Diff | Score | Diff |
| Security and Resident's Personal Rights | | | | | |
| In the last 6 months, how often was there enough security for the facility (e.g., alarms, security guard, locked doors)? | 90% | 95% | ↓ | 87% | ↑ |
| In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal items? | 72% | 83% | ↓ | 68% | ↑ |
| In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal safety? | 88% | 94% | ↓ | 86% | ↑ |
| Satisfaction with Overall Experience | | | | | |
| Using any number from 1 to 10, where 10 is the best care possible and 1 is the worst care possible, what number would you use to rate the care at this nursing home? | 74% | 86% | ↓ | 70% | ↑ |
| If someone needed nursing home care, would you recommend this nursing home to them? | 78% | 89% | ↓ | 75% | ↑ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Blank cells indicate no difference.

*Italicized questions are not used in the domain score calculations.
Questions in **bold** are new additions to the 2018 survey.*

Table C. 2019 Item Level Scores by Number of Beds

| | Statewide | Licensed Bed Size | | | | | | | |
|--|-----------|-------------------|------|--------------|------|----------------|------|-----------|------|
| | | 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 | | | | | | | | | |
| In the last 6 months, how often did you receive timely notification of changes such as the resident's condition, medications, or emergencies? | 76% | 82% | ↓ | 76% | | 74% | ↑ | 76% | |
| In the last 6 months, if you asked for information about the resident, how often did you get the information within 48 hours? | 79% | 87% | ↓ | 80% | | 77% | ↑ | 79% | |
| In the last 6 months, how often did the nurses and nursing assistants treat <u>you</u> with courtesy and respect? | 91% | 96% | ↓ | 91% | | 90% | | 90% | |
| In the last 6 months, how often did the nurses and nursing assistants treat the <u>resident</u> with courtesy and respect? | 88% | 95% | ↓ | 88% | | 88% | | 87% | |
| In the last 6 months, how often did staff members respect the resident's privacy? | 91% | 96% | ↓ | 91% | | 89% | ↑ | 91% | |
| In the last 6 months, how often did you feel confident the staff was knowledgeable about the resident's medical condition(s) and treatment(s)? | 77% | 83% | ↓ | 79% | ↓ | 75% | ↑ | 75% | ↑ |
| In the last 6 months, how often were you able to find a nurse or aide when you wanted one? | 77% | 84% | ↓ | 79% | ↓ | 75% | ↑ | 75% | |
| In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident? | 94% | 97% | ↓ | 94% | | 94% | | 94% | |
| Care Provided to Residents | | | | | | | | | |
| Were you invited to participate in a care conference in the last 6 months? | 91% | 95% | ↓ | 91% | | 89% | ↑ | 92% | |
| In the last 6 months, how often were you involved as much as you wanted in care decisions? | 83% | 90% | ↓ | 83% | | 81% | ↑ | 83% | |
| <i>In the last 6 months, during any of your visits, did you help the resident with toileting?</i> | 25% | 25% | | 25% | | 25% | | 24% | |
| In the last 6 months, how often, if at all, did you help with toileting because the nurses or nursing assistants either were not available or made the resident wait too long? | 70% | 83% | ↓ | 75% | ↓ | 67% | | 65% | ↑ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Blank cells indicate no difference.

Italicized questions are not used in the domain score calculations.
 Questions in **bold** are new additions to the 2018 survey.

Table C. 2019 Item Level Scores by Number of Beds (continued)

| | Statewide | Licensed Bed Size | | | | | | | |
|---|-----------|-------------------|------|---------------|------|----------------|------|-----------|------|
| | | 80 or fewer beds | | 81 – 120 beds | | 121 – 160 beds | | 161+ beds | |
| | | Score | Diff | Score | Diff | Score | Diff | Score | Diff |
| Care Provided to Residents (continued) | | | | | | | | | |
| In the last 6 months, did the resident look and smell clean? | 83% | 91% | ↓ | 83% | | 82% | ↑ | 83% | |
| <i>In the last 6 months, did the resident use the nursing home’s laundry service for his or her clothes?</i> | 63% | 66% | ↓ | 69% | ↓ | 59% | ↑ | 62% | |
| In the last 6 months, how often were you satisfied with the laundry services the resident received? | 75% | 85% | ↓ | 74% | | 72% | ↑ | 75% | |
| <i>In the last 6 months, did you see any resident, including this resident, behave in a way that made it hard for nurses or nursing assistants to provide care?</i> | 26% | 26% | | 26% | | 24% | | 26% | |
| How often did nurses/nursing aides handle the situation in a way that was acceptable to you? | 84% | 93% | ↓ | 84% | | 82% | | 84% | |
| <i>In the last 6 months, did you discuss any issues or concerns with the nursing home staff about the care the resident received in the nursing home?</i> | 62% | 61% | | 63% | | 61% | | 64% | |
| In the last 6 months, were you satisfied with the way the nursing home staff handled issues or concerns that you brought to their attention? | 64% | 73% | ↓ | 66% | | 61% | ↑ | 64% | |
| In the last 6 months, did you ever stop yourself from talking to any nursing home staff about your concerns because you thought they might take it out on the resident? | 84% | 89% | ↓ | 86% | ↓ | 83% | | 82% | ↑ |
| How often did you help with eating or drinking because the nurses or nursing assistants were not available to help or made him or her wait too long? | 84% | 88% | ↓ | 84% | | 83% | | 83% | |
| Food and Meals | | | | | | | | | |
| In the last 6 months, how often was the resident served a variety of food (e.g., fresh vegetables and fruits, lean meats, fish)? | 79% | 89% | ↓ | 79% | | 76% | ↑ | 79% | |
| In the last 6 months, how often was the food served to the resident high quality (i.e., attractive, appetizing, and nutritious)? | 67% | 80% | ↓ | 69% | | 62% | ↑ | 66% | |
| Activities | | | | | | | | | |
| In the last 6 months, how often were meaningful activities offered most days of the week? | 76% | 84% | ↓ | 77% | | 74% | | 73% | ↑ |
| In the last 6 months, how often were physical activities (i.e., activities that encourage some movement) offered most days of the week? | 65% | 74% | ↓ | 68% | ↓ | 64% | | 62% | ↑ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Blank cells indicate no difference.

Italicized questions are not used in the domain score calculations.
 Questions in **bold** are new additions to the 2018 survey.

Table C. 2019 Item Level Scores by Number of Beds (continued)

| | Statewide | Licensed Bed Size | | | | | | | |
|--|-----------|-------------------|------|---------------|------|----------------|------|-----------|------|
| | | 80 or fewer beds | | 81 – 120 beds | | 121 – 160 beds | | 161+ beds | |
| | | Score | Diff | Score | Diff | Score | Diff | Score | Diff |
| Autonomy and Resident Rights | | | | | | | | | |
| If the resident desires private space for visits such as with clergy or family, how often is private space available? | 81% | 90% | ↓ | 84% | ↓ | 76% | ↑ | 83% | |
| In the last 6 months, how often did you observe that the resident's or other residents' privacy was protected when the resident was dressing, showering, bathing, or in a public area? | 90% | 96% | ↓ | 90% | | 88% | ↑ | 89% | |
| In the last 6 months, how often were the resident's preferences about daily routine carried out (e.g. time and place for meals and time and type of bath)? | 77% | 84% | ↓ | 78% | | 75% | | 75% | |
| Physical Aspects of the Nursing Home | | | | | | | | | |
| In the last six months, how often was the resident's room bright and cheerful? | 73% | 85% | ↓ | 73% | | 70% | ↑ | 73% | |
| In the last 6 months, how often did the public areas of the nursing home look and smell clean? | 82% | 93% | ↓ | 83% | | 80% | ↑ | 81% | |
| In the last 6 months, how often did the resident's room look and smell clean? | 79% | 88% | ↓ | 79% | | 77% | ↑ | 79% | |
| In the last 6 months, how often was the noise level around the resident's room acceptable to you? | 83% | 92% | ↓ | 84% | | 82% | | 81% | ↑ |

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Italicized questions are not used in the domain score calculations.
 Questions in **bold** are new additions to the 2018 survey.

Table C. 2019 Item Level Scores by Number of Beds (continued)

| | Statewide | Licensed Bed Size | | | | | | | |
|--|-----------|-------------------|------|---------------|------|----------------|------|-----------|------|
| | | 80 or fewer beds | | 81 – 120 beds | | 121 – 160 beds | | 161+ beds | |
| | | Score | Diff | Score | Diff | Score | Diff | Score | Diff |
| Security and Resident’s Personal Rights | | | | | | | | | |
| In the last 6 months, how often was there enough security for the facility (e.g., alarms, security guard, locked doors)? | 90% | 94% | ↓ | 91% | | 88% | ↑ | 89% | |
| In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal items? | 72% | 83% | ↓ | 72% | | 70% | | 70% | ↑ |
| In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal safety? | 88% | 95% | ↓ | 88% | | 87% | | 88% | |
| Satisfaction with Overall Experience | | | | | | | | | |
| Using any number from 1 to 10, where 10 is the best care possible and 1 is the worst care possible, what number would you use to rate the care at this nursing home? | 74% | 85% | ↓ | 76% | ↓ | 69% | ↑ | 74% | |
| If someone needed nursing home care, would you recommend this nursing home to them? | 78% | 88% | ↓ | 80% | ↓ | 74% | ↑ | 79% | |

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*Italicized questions are not used in the domain score calculations.
Questions in **bold** are new additions to the 2018 survey.*

Table D. 2019 Item Level Scores by Payment Source

| | Statewide | Payment Source | | | |
|--|-----------|----------------|------|-------|------|
| | | Medicaid | | Other | |
| | | Score | Diff | Score | Diff |
| Staff and Administration of the Nursing Home | | | | | |
| In the last 6 months, how often did you receive timely notification of changes such as the resident's condition, medications, or emergencies? | 76% | 78% | ↓ | 71% | ↑ |
| In the last 6 months, if you asked for information about the resident, how often did you get the information within 48 hours? | 79% | 80% | | 78% | |
| In the last 6 months, how often did the nurses and nursing assistants treat <u>you</u> with courtesy and respect? | 91% | 91% | | 91% | |
| In the last 6 months, how often did the nurses and nursing assistants treat the <u>resident</u> with courtesy and respect? | 88% | 88% | | 88% | |
| In the last 6 months, how often did staff members respect the resident's privacy? | 91% | 91% | | 91% | |
| In the last 6 months, how often did you feel confident the staff was knowledgeable about the resident's medical condition(s) and treatment(s)? | 77% | 78% | | 74% | ↑ |
| In the last 6 months, how often were you able to find a nurse or aide when you wanted one? | 77% | 77% | | 76% | |
| In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident? | 94% | 95% | | 93% | ↑ |
| Care Provided to Residents | | | | | |
| Were you invited to participate in a care conference in the last 6 months? | 91% | 92% | | 89% | ↑ |
| In the last 6 months, how often were you involved as much as you wanted in care decisions? | 83% | 84% | | 81% | ↑ |
| <i>In the last 6 months, during any of your visits, did you help the resident with toileting?</i> | 25% | 22% | ↑ | 30% | ↓ |
| In the last 6 months, how often, if at all, did you help with toileting because the nurses or nursing assistants either were not available or made the resident wait too long? | 70% | 69% | | 72% | |

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Italicized questions are not used in the domain score calculations.
 Questions in **bold** are new additions to the 2018 survey.

Table D. 2019 Item Level Scores by Payment Source (continued)

| | Statewide | Payment Source | | | |
|---|-----------|----------------|------|-------|------|
| | | Medicaid | | Other | |
| | | Score | Diff | Score | Diff |
| Care Provided to Residents (continued) | | | | | |
| In the last 6 months, did the resident look and smell clean? | 83% | 82% | ↑ | 87% | ↓ |
| <i>In the last 6 months, did the resident use the nursing home's laundry service for his or her clothes?</i> | 63% | 68% | ↓ | 52% | ↑ |
| In the last 6 months, how often were you satisfied with the laundry services the resident received? | 75% | 73% | ↑ | 82% | ↓ |
| <i>In the last 6 months, did you see any resident, including this resident, behave in a way that made it hard for nurses or nursing assistants to provide care?</i> | 26% | 25% | | 27% | |
| How often did nurses/nursing aides handle the situation in a way that was acceptable to you? | 84% | 83% | | 86% | |
| <i>In the last 6 months, did you discuss any issues or concerns with the nursing home staff about the care the resident received in the nursing home?</i> | 62% | 61% | | 65% | ↓ |
| In the last 6 months, were you satisfied with the way the nursing home staff handled issues or concerns that you brought to their attention? | 64% | 64% | | 65% | |
| In the last 6 months, did you ever stop yourself from talking to any nursing home staff about your concerns because you thought they might take it out on the resident? | 84% | 84% | | 83% | |
| How often did you help with eating or drinking because the nurses or nursing assistants were not available to help or made him or her wait too long? | 84% | 84% | | 82% | |
| Food and Meals | | | | | |
| In the last 6 months, how often was the resident served a variety of food (e.g., fresh vegetables and fruits, lean meats, fish)? | 79% | 78% | | 81% | |
| In the last 6 months, how often was the food served to the resident high quality (i.e., attractive, appetizing, and nutritious)? | 67% | 66% | | 68% | |

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 Questions in **bold** are new additions to the 2018 survey.

Table D. 2019 Item Level Scores by Payment Source (continued)

| | Statewide | Payment Source | | | |
|--|-----------|----------------|------|-------|------|
| | | Medicaid | | Other | |
| | | Score | Diff | Score | Diff |
| Activities | | | | | |
| In the last 6 months, how often were meaningful activities offered most days of the week? | 76% | 75% | | 77% | |
| In the last 6 months, how often were physical activities (i.e., activities that encourage some movement) offered most days of the week? | 65% | 63% | ↑ | 72% | ↓ |
| Autonomy and Resident Rights | | | | | |
| If the resident desires private space for visits such as with clergy or family, how often is private space available? | 81% | 80% | | 84% | ↓ |
| In the last 6 months, how often did you observe that the resident's or other residents' privacy was protected when the resident was dressing, showering, bathing, or in a public area? | 90% | 89% | | 92% | ↓ |
| In the last 6 months, how often were the resident's preferences about daily routine carried out (e.g. time and place for meals and time and type of bath)? | 77% | 77% | | 76% | |
| Physical Aspects of the Nursing Home | | | | | |
| In the last six months, how often was the resident's room bright and cheerful? | 73% | 72% | | 76% | ↓ |
| In the last 6 months, how often did the public areas of the nursing home look and smell clean? | 82% | 80% | ↑ | 86% | ↓ |
| In the last 6 months, how often did the resident's room look and smell clean? | 79% | 77% | ↑ | 83% | ↓ |
| In the last 6 months, how often was the noise level around the resident's room acceptable to you? | 83% | 83% | | 83% | |

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Italicized questions are not used in the domain score calculations.

Questions in **bold** are new additions to the 2018 survey.

Table D. 2019 Item Level Scores by Payment Source (continued)

| | Statewide | Payment Source | | | |
|--|-----------|----------------|------|-------|------|
| | | Medicaid | | Other | |
| | | Score | Diff | Score | Diff |
| Security and Resident’s Personal Rights | | | | | |
| In the last 6 months, how often was there enough security for the facility (e.g., alarms, security guard, locked doors)? | 90% | 89% | | 91% | ↓ |
| In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal items? | 72% | 70% | ↑ | 75% | ↓ |
| In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal safety? | 88% | 88% | | 89% | |
| Satisfaction with Overall Experience | | | | | |
| Using any number from 1 to 10, where 10 is the best care possible and 1 is the worst care possible, what number would you use to rate the care at this nursing home? | 74% | 74% | | 75% | |
| If someone needed nursing home care, would you recommend this nursing home to them? | 78% | 79% | | 78% | |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Blank cells indicate no difference.

*Italicized questions are not used in the domain score calculations.
Questions in **bold** are new additions to the 2018 survey.*

Table E. 2019 Item Level Scores by Service Population - Majority Under Age 65/Medicaid

| | Statewide | Service Population | |
|--|-----------|-----------------------|------|
| | | Majority <65/Medicaid | |
| | | Score | Diff |
| Staff and Administration of the Nursing Home | | | |
| In the last 6 months, how often did you receive timely notification of changes such as the resident's condition, medications, or emergencies? | 76% | 68% | |
| In the last 6 months, if you asked for information about the resident, how often did you get the information within 48 hours? | 79% | 70% | ↑ |
| In the last 6 months, how often did the nurses and nursing assistants treat <u>you</u> with courtesy and respect? | 91% | 89% | |
| In the last 6 months, how often did the nurses and nursing assistants treat the <u>resident</u> with courtesy and respect? | 88% | 79% | ↑ |
| In the last 6 months, how often did staff members respect the resident's privacy? | 91% | 85% | ↑ |
| In the last 6 months, how often did you feel confident the staff was knowledgeable about the resident's medical condition(s) and treatment(s)? | 77% | 75% | |
| In the last 6 months, how often were you able to find a nurse or aide when you wanted one? | 77% | 74% | |
| In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident? | 94% | 94% | |
| Care Provided to Residents | | | |
| Were you invited to participate in a care conference in the last 6 months? | 91% | 85% | ↑ |
| In the last 6 months, how often were you involved as much as you wanted in care decisions? | 83% | 74% | ↑ |
| <i>In the last 6 months, during any of your visits, did you help the resident with toileting?</i> | 25% | 21% | |
| In the last 6 months, how often, if at all, did you help with toileting because the nurses or nursing assistants either were not available or made the resident wait too long? | 70% | 64% | |

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Italicized questions are not used in the domain score calculations.
 Questions in **bold** are new additions to the 2018 survey.

Table E. 2019 Item Level Scores by Service Population - Majority Under Age 65/Medicaid (continued)

| | Statewide | Service Population | |
|---|-----------|-----------------------|------|
| | | Majority <65/Medicaid | |
| | | Score | Diff |
| Care Provided to Residents (continued) | | | |
| In the last 6 months, did the resident look and smell clean? | 83% | 75% | ↑ |
| <i>In the last 6 months, did the resident use the nursing home's laundry service for his or her clothes?</i> | 63% | 67% | |
| In the last 6 months, how often were you satisfied with the laundry services the resident received? | 75% | 57% | ↑ |
| <i>In the last 6 months, did you see any resident, including this resident, behave in a way that made it hard for nurses or nursing assistants to provide care?</i> | 26% | 23% | |
| How often did nurses/nursing aides handle the situation in a way that was acceptable to you? | 84% | 66% | ↑ |
| <i>In the last 6 months, did you discuss any issues or concerns with the nursing home staff about the care the resident received in the nursing home?</i> | 62% | 60% | |
| In the last 6 months, were you satisfied with the way the nursing home staff handled issues or concerns that you brought to their attention? | 64% | 52% | ↑ |
| In the last 6 months, did you ever stop yourself from talking to any nursing home staff about your concerns because you thought they might take it out on the resident? | 84% | 86% | |
| How often did you help with eating or drinking because the nurses or nursing assistants were not available to help or made him or her wait too long? | 84% | 89% | |
| Food and Meals | | | |
| In the last 6 months, how often was the resident served a variety of food (e.g., fresh vegetables and fruits, lean meats, fish)? | 79% | 73% | |
| In the last 6 months, how often was the food served to the resident high quality (i.e., attractive, appetizing, and nutritious)? | 67% | 63% | |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Blank cells indicate no difference.

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 Questions in **bold** are new additions to the 2018 survey.

Table E. 2019 Item Level Scores by Service Population - Majority Under Age 65/Medicaid (continued)

| | Statewide | Service Population | |
|--|-----------|-----------------------|------|
| | | Majority <65/Medicaid | |
| | | Score | Diff |
| Activities | | | |
| In the last 6 months, how often were meaningful activities offered most days of the week? | 76% | 64% | ↑ |
| In the last 6 months, how often were physical activities (i.e., activities that encourage some movement) offered most days of the week? | 65% | 47% | ↑ |
| Autonomy and Resident Rights | | | |
| If the resident desires private space for visits such as with clergy or family, how often is private space available? | 81% | 67% | ↑ |
| In the last 6 months, how often did you observe that the resident's or other residents' privacy was protected when the resident was dressing, showering, bathing, or in a public area? | 90% | 79% | ↑ |
| In the last 6 months, how often were the resident's preferences about daily routine carried out (e.g. time and place for meals and time and type of bath)? | 77% | 63% | ↑ |
| Physical Aspects of the Nursing Home | | | |
| In the last six months, how often was the resident's room bright and cheerful? | 73% | 59% | ↑ |
| In the last 6 months, how often did the public areas of the nursing home look and smell clean? | 82% | 66% | ↑ |
| In the last 6 months, how often did the resident's room look and smell clean? | 79% | 71% | ↑ |
| In the last 6 months, how often was the noise level around the resident's room acceptable to you? | 83% | 79% | |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Blank cells indicate no difference.

*Italicized questions are not used in the domain score calculations.
Questions in **bold** are new additions to the 2018 survey.*

Table E. 2019 Item Level Scores by Service Population - Majority Under Age 65/Medicaid (continued)

| | Statewide | Service Population | |
|--|-----------|-----------------------|------|
| | | Majority <65/Medicaid | |
| | | Score | Diff |
| Security and Resident’s Personal Rights | | | |
| In the last 6 months, how often was there enough security for the facility (e.g., alarms, security guard, locked doors)? | 90% | 82% | ↑ |
| In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal items? | 72% | 53% | ↑ |
| In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal safety? | 88% | 82% | |
| Satisfaction with Overall Experience | | | |
| Using any number from 1 to 10, where 10 is the best care possible and 1 is the worst care possible, what number would you use to rate the care at this nursing home? | 74% | 61% | ↑ |
| If someone needed nursing home care, would you recommend this nursing home to them? | 78% | 61% | ↑ |

A difference marked ↑ indicates the 2019 statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 statewide score was statistically significantly lower than the comparison peer group. Blank cells indicate no difference.

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 Questions in **bold** are new additions to the 2018 survey.