2016 Maryland Nursing Facility Family Survey

Statewide Report

Table of Contents

I. Introduction

The Maryland Health Care Commission (MHCC) family experience of care initiative began in 2005 with a pilot survey intended to guide the start of an annual process. The purpose of the initiative is to measure the experience and satisfaction of family members and other designated responsible parties of residents in Maryland's nursing homes. The project's specific objectives are to provide: 1) measures of responsible party experience and satisfaction; 2) comparisons on experience and satisfaction measures between nursing homes in Maryland; and 3) comparisons between nursing home peer groups, including geographical region, facility size, and ownership type.

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

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

This report presents the 2016 survey process, statewide and peer group results, as well as trends from 2013 to 2016. Participating nursing homes with a sufficient response rate receive a customized report that presents results specific to that facility, identifying areas where a nursing home excels or areas where improvement is needed.

The 2016 Nursing Facility Family Survey results highlights are:

- The statewide average rating for the overall care received was 8.1 out of a possible 10.

- In 2016, 86% of responsible parties indicated that they would recommend the nursing home about which they were surveyed.

- The highest ranking domain is Staff and Administration of the Nursing Home with an average score of 3.6 (on scale of 1 to 4). The lowest ranking domains are Care Provided to Residents, Food and Meals, and Physical Aspects of the Nursing Home with an average score of 3.4.

II. Description of Sample

All nursing facilities in Maryland with one or more residents that had a 100 day stay or longer as of December 21, 2015 were included in the sample. All nursing homes were asked to provide a list of the designated responsible parties of each of their current residents. A responsible party is often a family member, such as a spouse, child, or sibling, but can also be someone who is unrelated to the resident.

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

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

III. Summary of Survey Methods

All of the eligible (222) nursing facilities throughout the State of Maryland submitted a responsible party list in 2016. Using the exclusion criteria below, programs were developed to identify which responsible parties and residents met the requirement for inclusion in the survey.

- Date of admission is after December 21, 2015
- Resident and the responsible party are the same
- No responsible party is listed
- Address for responsible party is incomplete or insufficient for mailing
- The contact address for the responsible party is a nursing home
- The responsible party's address is outside the United States

The list obtained after exclusions became the mailing list used to contact potential respondents. In all, surveys were mailed to 16,631 responsible parties. The first survey packet was mailed on March 30, 2016. A follow-up reminder postcard was sent on April 6, 2016, approximately one week following the initial mailing.

A second survey packet was sent to those who had not yet responded to the survey on May 11, 2016. 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 May 25, 2016 and ended on June 11, 2016. Calls were conducted from 9 AM to 9 PM on weekdays.

A total of 8,356 eligible surveys were received through June 20, 2016 out of 16,631 mailed, resulting in a final response rate of 53% for all facilities. Table A below summarizes the final 2016 Maryland Nursing Facility Family Survey sample.

Table A: 2016 Maryland Nursing Facility Family Survey Sample Summary

	Total Participating Facilities	Total Surveys Mailed	Total Surveys Returned	Response Rate*
2016 Maryland Nursing Facility Family Survey	222	16,631	8,356	53%

*The response rate is calculated by dividing the number of surveys returned by the total number of surveys mailed minus the number of undeliverable surveys (636).

IV. Description of Survey Instrument

The designated responsible parties were asked to complete a survey about their experience and satisfaction with the facility and care provided to residents. The 2016 survey contained 2 overall measures of satisfaction and 17 items which assessed five domains or aspects of residents' life and care:

1. Staff and Administration of the Nursing Home
2. Care Provided to Residents
3. Food and Meals
4. Autonomy and Residents' Rights
5. Physical Aspects of the Nursing Home

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

V. How to Read and Interpret the Results

This report contains tables and charts that display the average statewide ratings and ratings for three peer groups (region in the state, facility size and ownership type) for each of the five domains and the two overall measures. For each domain, a bar chart and table that display ratings by peer group are presented. The ratings were calculated by adding the rating given by each individual who responded to the question divided by the total number of responses.

Domain level ratings in the report are presented as averages on a scale of 1 to 4. The domain ratings are calculated by averaging the ratings on the 4-point scale (where 1=Never, 2=Sometimes, 3=Usually, and 4=Always) across all the valid questions within that domain. The overall experience rating is presented as an average on a 1 to 10 scale. The overall recommendation rating is presented by percentage of respondents recommending the nursing home.

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

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

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

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

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

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

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

VI. Domain Ratings

Table 1 shows the statewide domain scores for the years 2013 to 2016; this allows the five domains to be directly compared to each other across multiple years of survey administration. Results for 2013 to 2016 are shown in Figure 1. Items rated on a scale of 1-4; higher scores are better.

Figure 1. 2013-2016 Statewide Domain Scores
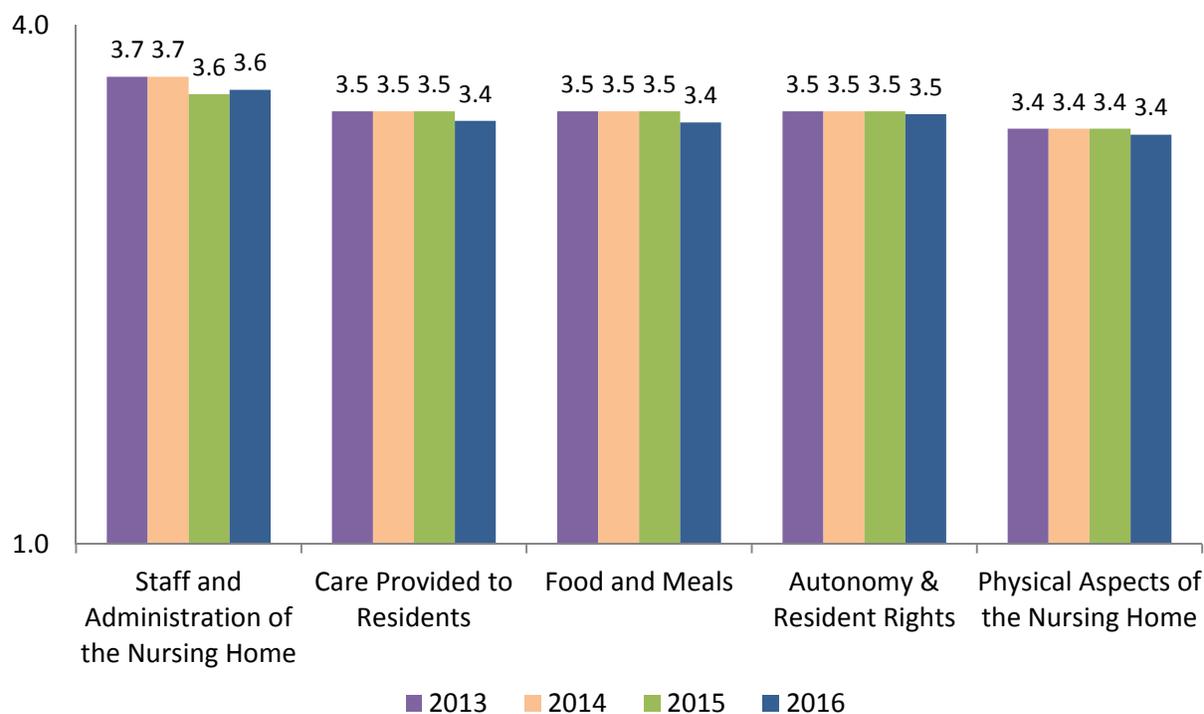
Rated on a four point scale from 1=Never to 4=Always

Table 1. 2013-2016 Statewide Domain Scores

DOMAIN	2013	2014	2015	2016	Significant Difference
Staff and Administration of the Nursing Home	3.7	3.7	3.6	**3.6**	↓ from 2014
Care Provided to Residents	3.5	3.5	3.5	**3.4**	↓ from 2014
Food and Meals	3.5	3.5	3.5	**3.4**	
Autonomy & Resident Rights	3.5	3.5	3.5	**3.5**	
Physical Aspects of the Nursing Home	3.4	3.4	3.4	**3.4**	

An up arrow (↑) indicates that the 2016 statewide score is statistically significantly higher than in previous years (at 95% confidence). A down arrow (↓) indicates that the 2016 score is significantly lower compared to previous years. Blank cells indicate no difference.

Figure 2. 2016 Domain Scores by Region

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

Rated on a four point scale from 1=Never to 4=Always
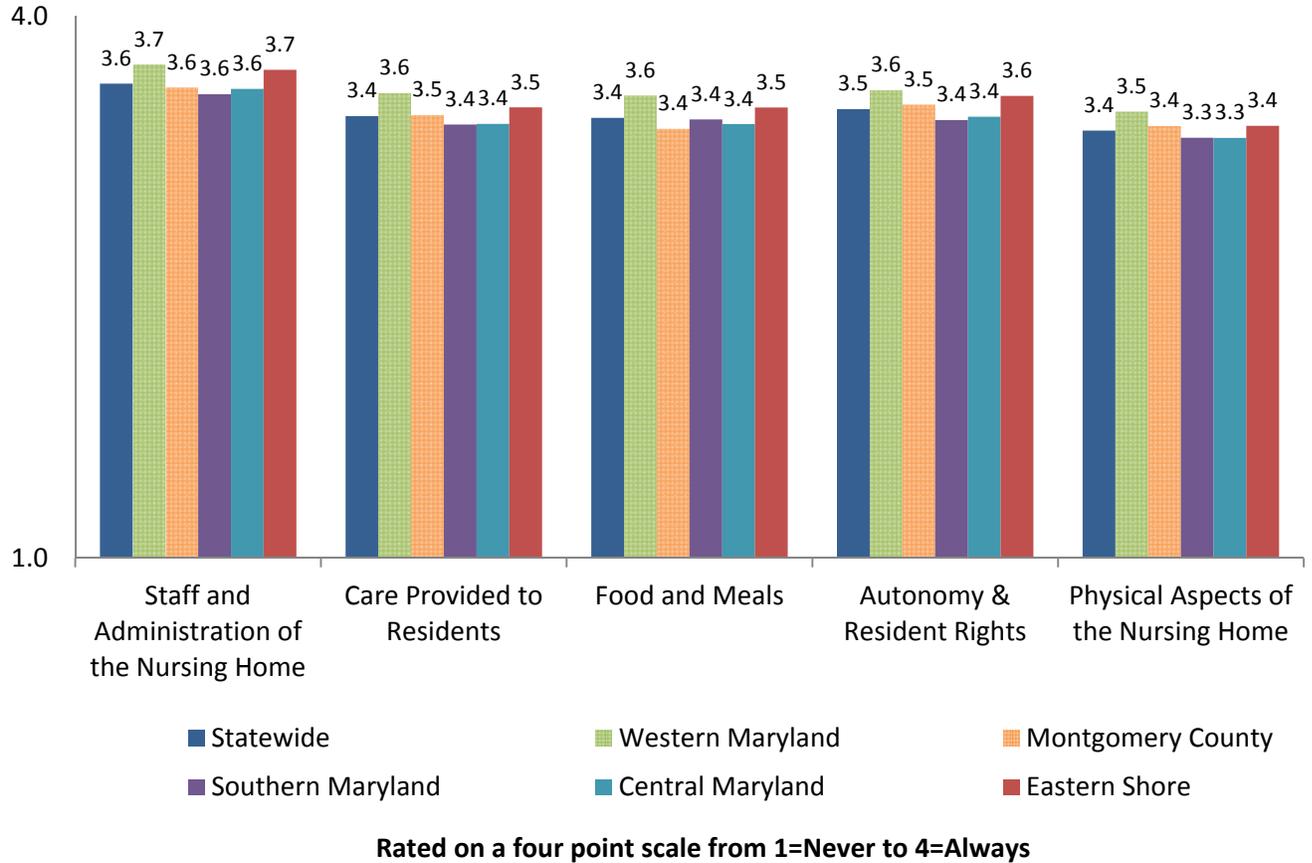
Table 2. 2016 Domain Scores by Region

DOMAIN	Statewide Score	Region									
		Western Maryland		Montgomery County		Southern Maryland		Central Maryland		Eastern Shore	
		Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Staff and Administration of the Nursing Home	**3.6**	3.7	↑	3.6		3.6		3.6		3.7	↑
Care Provided to Residents	**3.4**	3.6	↑	3.5		3.4		3.4		3.5	↑
Food and Meals	**3.4**	3.6	↑	3.4		3.4		3.4		3.5	
Autonomy & Resident Rights	**3.5**	3.6	↑	3.5		3.4		3.4		3.6	↑
Physical Aspects of the Nursing Home	**3.4**	3.5	↑	3.4		3.3		3.3	↓	3.4	

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2016, a down arrow (↓) indicates the peer group score is significantly lower for 2016 (at 95% confidence). Blank cells indicate no difference.

Figure 3. 2016 Domain Scores by Bed Size

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

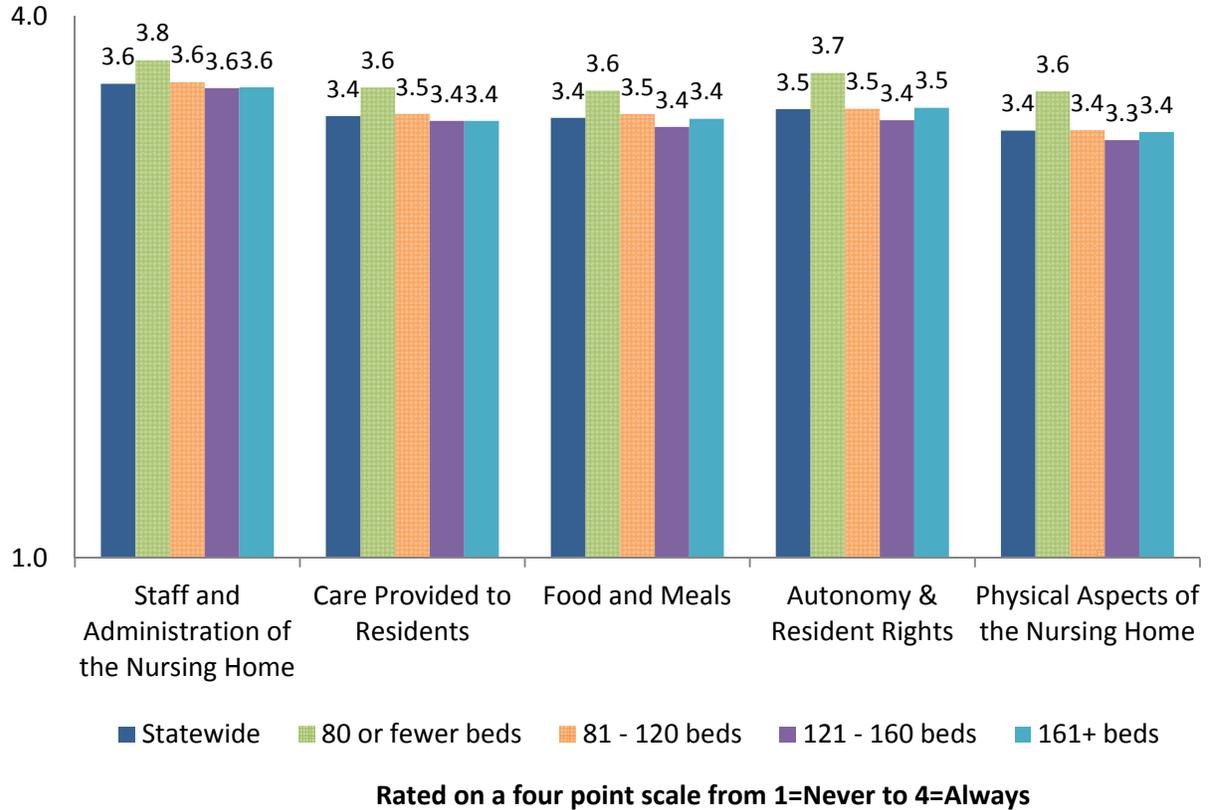Rated on a four point scale from 1=Never to 4=Always

Table 3. 2016 Domain Scores by Bed Size

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

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2016, a down arrow (↓) indicates the peer group score is significantly lower for 2016 (at 95% confidence). Blank cells indicate no difference.

Figure 4. 2016 Domain Scores by Ownership Type
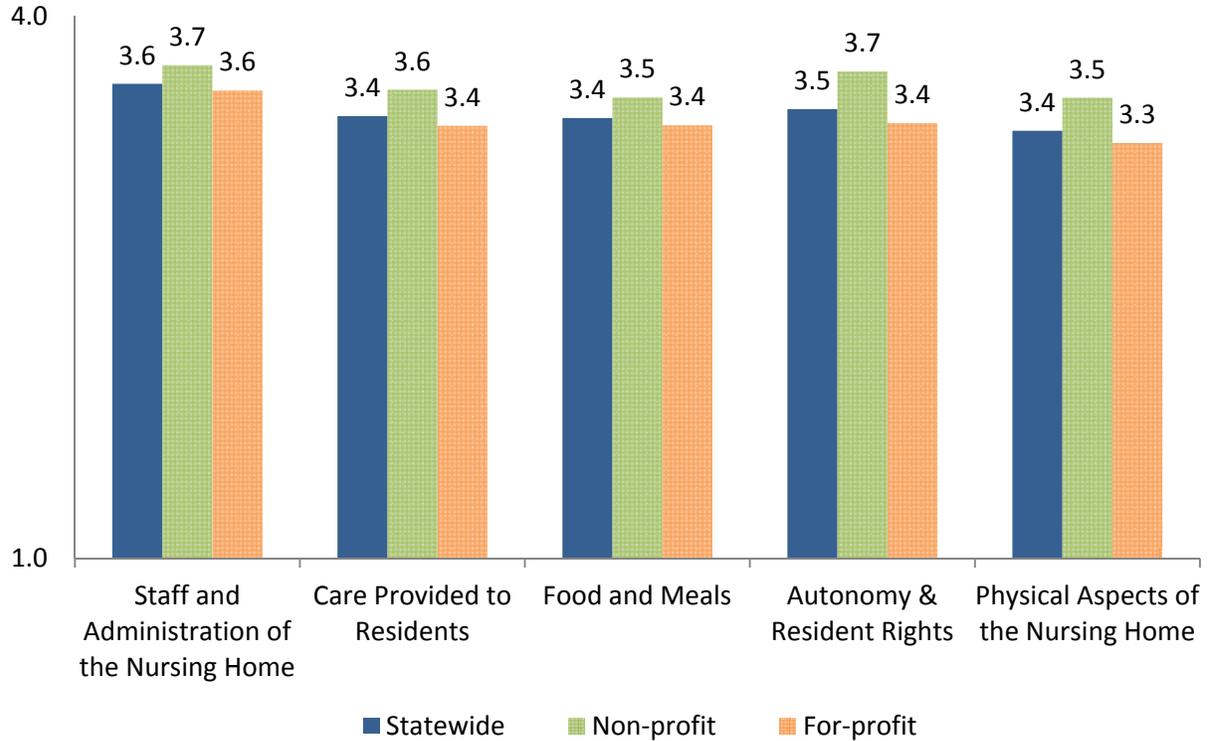
Items rated on a scale of 1-4; higher scores are better.

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

Table 4. 2016 Domain Scores by Ownership Type

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

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2016, a down arrow (↓) indicates the peer group score is significantly lower for 2016 (at 95% confidence). Blank cells indicate no difference.

VII. Overall Experience Ratings

Two questions were included in the survey to assess a responsible party's overall experience and satisfaction with the nursing facility. The first item asked respondents to rate the care received at the nursing facility on a scale of 1 to 10 (with "1" being the worst possible care and "10" being the best possible care). Overall ratings were calculated by adding the rating given by each individual who responded to the question divided by the total number of responses.

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

Table 5 displays the statewide results for the two overall experience questions from 2013 to 2016; this allows the two overall questions to be compared across multiple years of survey administration. Figure 5 displays results from 2013-2016. Results by peer group for 2016 are included in Tables 6-8 and Figures 6-8.

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

Figure 5. 2013-2016 Statewide Overall Ratings

Overall rating of care scale used is from 1-10; higher scores are better.
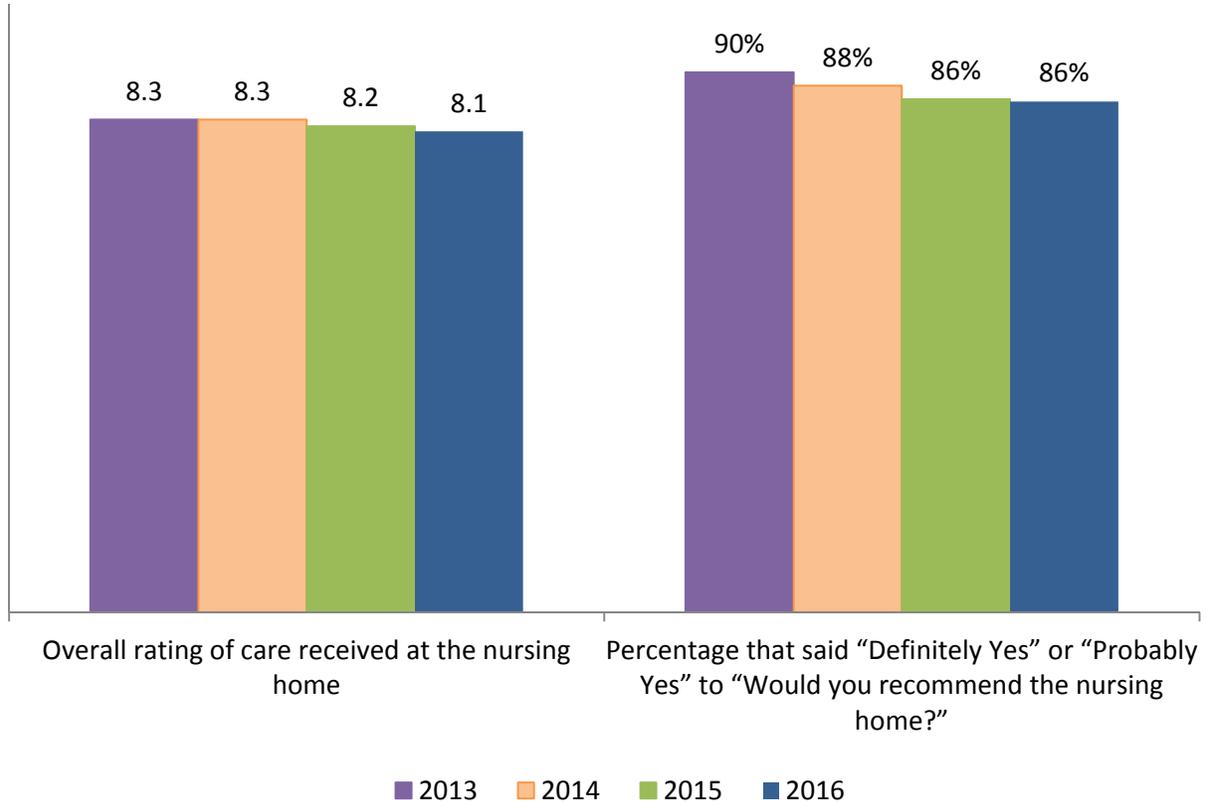
Overall Rating of Care is on a ten point scale from 1=Worst Care to 10=Best Care

Table 5. 2013-2016 Statewide Overall Ratings

	2013	2014	2015	2016	Significant Difference
Overall rating of care received at the nursing home	8.3	8.3	8.2	**8.1**	↓ from 2014
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	90%	88%	86%	**86%**	↓ from 2014

An up arrow (↑) indicates that the 2016 statewide score is statistically significantly higher than in previous years (at 95% confidence). A down arrow (↓) indicates that the 2016 score is significantly lower compared to previous years. Blank cells indicate no difference.

Figure 6. 2016 Overall Ratings by Region

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

Overall rating of care received at the nursing home
8.1, 8.5, 8.2, 7.9, 8.0, 8.3

Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"
86%, 90%, 86%, 82%, 84%, 91%

- Statewide
- Western Maryland
- Montgomery County
- Southern Maryland
- Central Maryland
- Eastern Shore
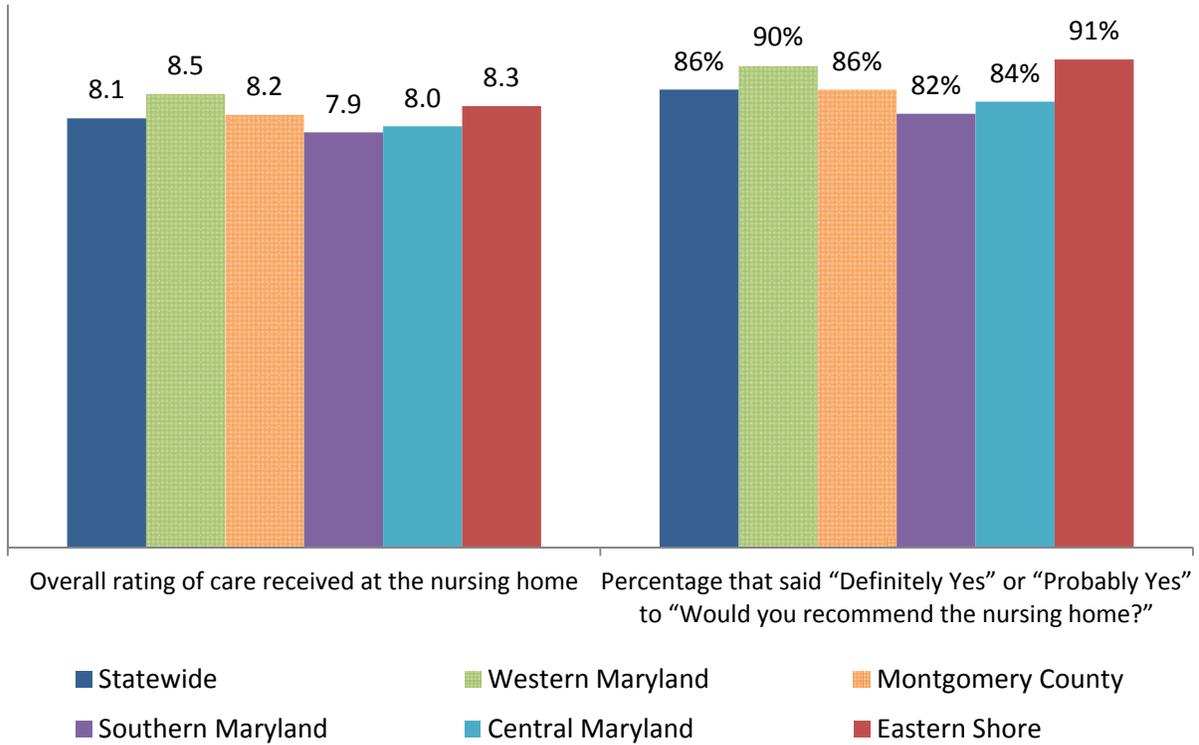
Overall Rating of Care is on a ten point scale from 1=Worst Care to 10=Best Care

Table 6. 2016 Overall Ratings by Region

| | Statewide Score | Region | | | | | | | | | |
| | | Western Maryland | | Montgomery County | | Southern Maryland | | Central Maryland | | Eastern Shore | |
		Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Overall rating of care received at the nursing home	8.1	8.5	↑	8.2		7.9	↓	8.0	↓	8.3	↑
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	86%	90%	↑	86%		82%	↓	84%		91%	↑

An up arrow (↑) indicates that the peer group has a significantly higher score than the state for 2016, a down arrow (↓) indicates the peer group score is significantly lower for 2016 (at 95% confidence). Blank cells indicate no difference.

Figure 7. 2016 Overall Ratings by Bed Size

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

Overall rating of care received at the nursing home | Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"

■ Statewide　■ 80 or fewer beds　■ 81 - 120 beds　■ 121 - 160 beds　■ 161+ beds
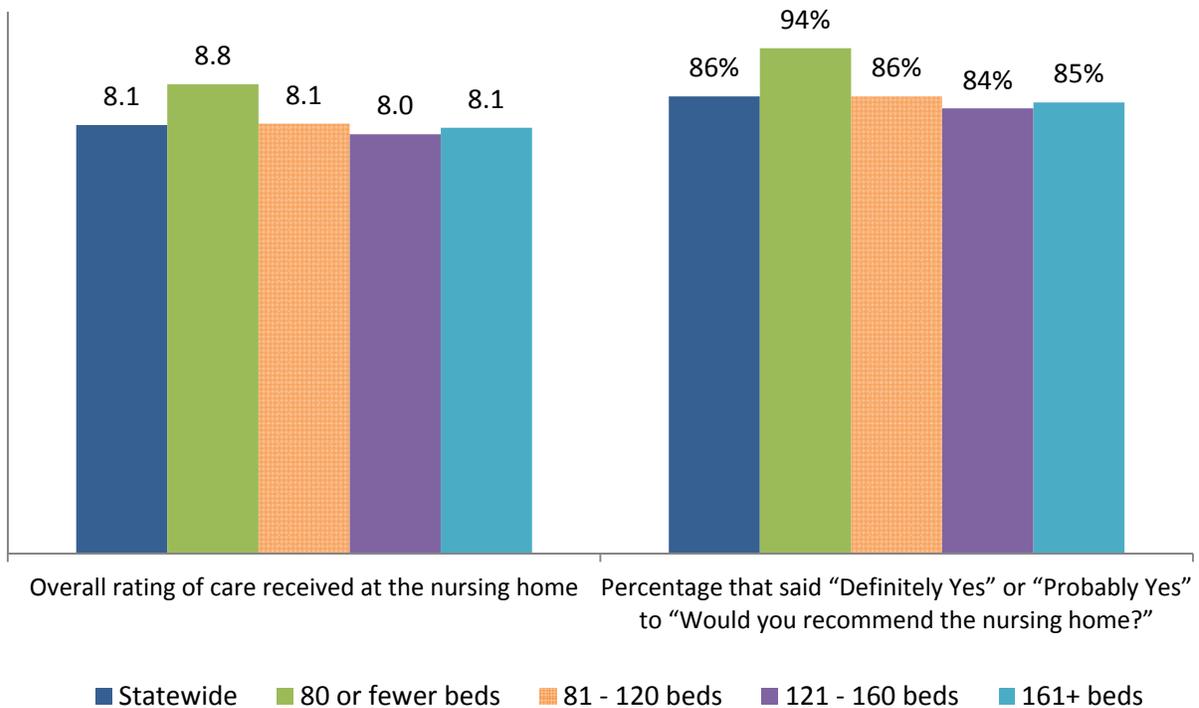
Overall Rating of Care is on a ten point scale from 1=Worst Care to 10=Best Care

Table 7. 2016 Overall Ratings by Bed Size

| | Statewide Score | Bed Size Category | | | | | | | |
| | | 80 or fewer beds | | 81 - 120 beds | | 121 - 160 beds | | 161+ beds | |
		Score	Diff	Score	Diff	Score	Diff	Score	Diff
Overall rating of care received at the nursing home	**8.1**	8.8	↑	8.1		8.0	↓	8.1	
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	**86%**	94%	↑	86%		84%		85%	

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2016, a down arrow (↓) indicates that the peer group is significantly lower for 2016 (at 95% confidence). Blank cells indicate no difference.

Figure 8. 2016 Overall Ratings by Ownership Type

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

Overall rating of care received at the nursing home | Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"

■ Statewide   ■ Non-profit   ■ For-profit
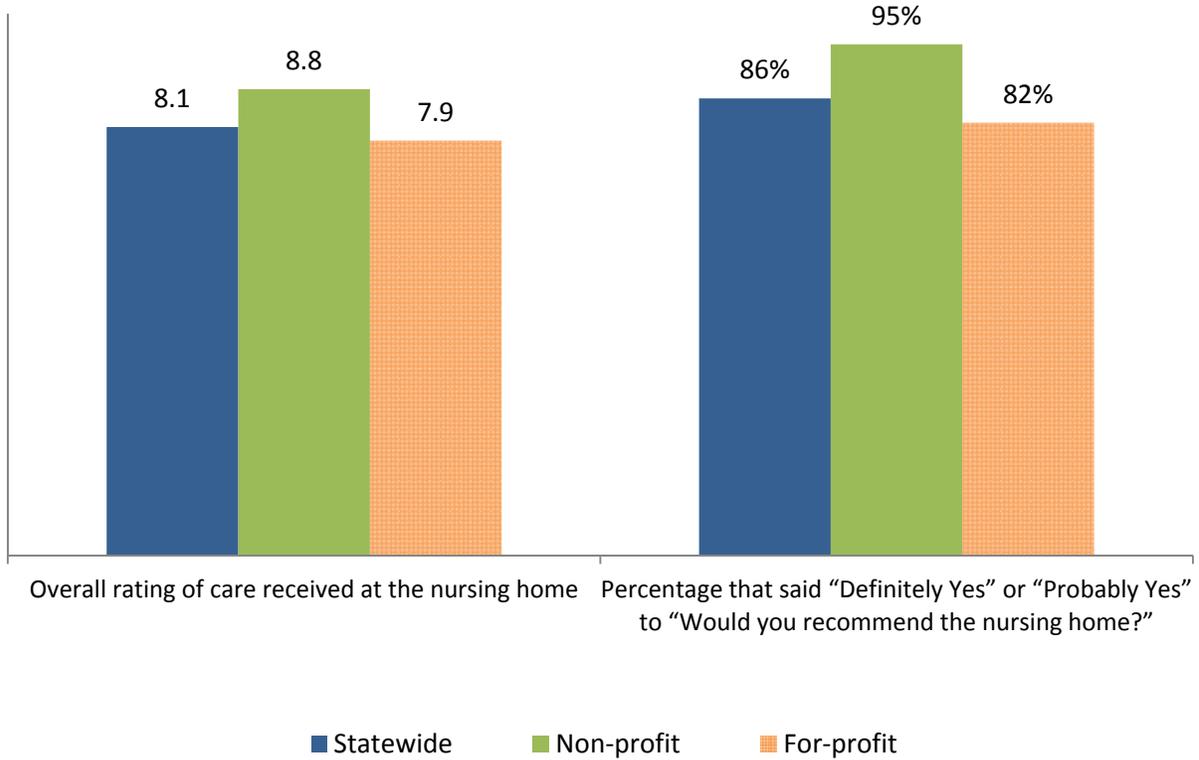
Overall Rating of Care is on a ten point scale from 1=Worst Care to 10=Best Care

Table 8. 2016 Overall Ratings by Ownership Type

	Statewide Score	Ownership Type			
		Non-profit		For-profit	
		Score	Diff	Score	Diff
Overall rating of care received at the nursing home	**8.1**	8.8	↑	7.9	↓
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	**86%**	95%	↑	82%	↓

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2016, a down arrow (↓) indicates that the peer group is significantly lower for 2016 (at 95% confidence). Blank cells indicate no difference.

VIII. Item-Level Ratings

This section provides a summary of each of the items that are used in calculating the five domain scores. Questions were evaluated using either a 4-point scale (1 meaning "Never" to 4 meaning "Always") or as Yes/No options. In addition, there were two questions that evaluated the overall experience and level of care provided by the nursing home. Please note that:

- Item scores are calculated by averaging responses for each question across all respondents, resulting in a score ranging from 1 to 4 (1 to 10 for the overall measure).

- In the case of Yes/No questions, the percentage of those responding "Yes" for positively worded questions and "No" for negatively worded questions is presented in the tables.

- Responsible parties who indicated they did not know, were unsure, or that an item was not applicable were not included in these calculations.

The tables below classify the survey items by the different areas of life and care. The scores listed under the header "Statewide Score" represent the scores for all respondents in the state for the current year. For purposes of comparison, the tables display three peer group comparisons: 1) the region in which facilities are located (Western Maryland, Montgomery County, Southern Maryland, Central Maryland, and Eastern Shore), 2) the size group based on the number of licensed beds (<=80, 81-120, 121-160, 161+), and 3) the ownership type of the facility (Non-profit, For-profit).

Next to the score for peer groups is a column labeled "Diff," which provides comparisons between the statewide score in 2016 and the peer groups. As with the domain and overall satisfaction measures, differences in the item level scores are noted with an up arrow (↑) when the peer group averages are significantly higher (at 95% confidence) than the statewide average and a down arrow (↓) when they are significantly lower.

Low scoring items indicate a low level of satisfaction and experience and high scores indicate a high level of satisfaction and experience[1]. These items can help identify specific personal care categories or attributes that need further evaluation. Specific items can also help identify aspects of domain areas that received lower scores.

Note that questions in italics are ones that were used in the domain calculation.

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

Table B. 2016 Item Level Scores by Region

	Statewide Score	Region									
		Western Maryland		Montgomery County		Southern Maryland		Central Maryland		Eastern Shore	
		Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Satisfaction with Overall Experience											
30. 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?	8.1	8.5	↑	8.2		7.9	↓	8.0	↓	8.3	↑
31. If someone needed nursing home care, would you recommend this nursing home to them? (% Responding "Yes")	86%	90%	↑	86%		82%	↓	84%		91%	↑
Staff and Administration of the Nursing Home											
7. In the last 6 months, if you asked for information about the resident, how often did you get the information within 48 hours?	3.4	3.6	↑	3.4		3.3	↓	3.4		3.5	↑
8. In the last 6 months, how often did the nurses and nursing assistants treat you with courtesy and respect?	3.7	3.7		3.7		3.6	↓	3.7		3.8	↑
9. In the last 6 months, did the nurses and nursing assistants treat the resident with courtesy and respect?	3.5	3.6	↑	3.5		3.5		3.5		3.6	
10. In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident? (% Responding "No")	95%	97%	↑	94%		95%		94%		97%	↑
Food and Meals											
24. If you helped the resident with eating or drinking during any of your visits, 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?	3.4	3.6	↑	3.4		3.4		3.4		3.5	
Autonomy & Resident Rights											
25. If the resident desires private space for visits such as with clergy or family, is private space provided?	3.4	3.5	↑	3.4		3.3	↓	3.3		3.5	
26. In the last 6 months, 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?	3.6	3.7	↑	3.6		3.5		3.5		3.6	

An up arrow (↑) in the column labeled "Diff" indicates that the 2016 peer group score is significantly higher than the statewide score, a down arrow (↓) indicates that the 2016 peer group score is significantly lower than the state (at 95% confidence). Blank cells indicate no difference. Italicized questions are used in the domain score calculations.

Table B. 2016 Item Level Scores by Region (continued)

	Statewide Score	Region									
		Western Maryland		Montgomery County		Southern Maryland		Central Maryland		Eastern Shore	
		Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Physical Aspects of the Nursing Home											
27. In the last 6 months, did the public areas of the nursing home look and smell clean?	**3.4**	3.6	↑	3.4		3.4		3.4	↓	3.4	
28. In the last 6 months, when you visited, how often did the resident's room look and smell clean?	**3.3**	3.4	↑	3.4		3.3		3.2	↓	3.3	
29. In the last 6 months, when you visited, was the noise level around the resident's room acceptable to you?	**3.4**	3.4		3.4		3.3		3.4		3.4	
Care Provided to Residents											
11. A care conference is a formal meeting about care planning and health progress between a care team and a resident and his or her family. Were you invited to participate in a care conference in the last 6 months? (% Responding "Yes")	**93%**	96%	↑	93%		91%	↓	93%		93%	
12. In the last 6 months, how often were you involved as much as you wanted in care decisions?	**3.4**	3.5	↑	3.4		3.3	↓	3.4		3.5	
13. Help with toileting includes helping someone get on or off the toilet or helping change disposable briefs or pads. In the last 6 months, during any of your visits, did you help the resident with toileting? (% Responding "Yes")	**22%**	20%		24%		22%		23%		18%	
14. In the past 6 months, how often, if at all, did you help with toileting because the nurses or nursing assistants either were not available or made him or her wait too long?	**2.9**	3.0		2.9		2.9		3.0		3.0	
15. In the last 6 months, did the resident look and smell clean?	**3.3**	3.4	↑	3.4		3.3		3.3	↓	3.4	
16. In the last 6 months, did the resident use the nursing home's laundry service for his or her clothes? (% Responding "Yes")	**67%**	76%	↑	66%		64%		66%		68%	
17. In the last 6 months, how often were you satisfied with the laundry service the resident received?	**3.1**	3.4	↑	3.2		3.1		3.0	↓	3.2	
18. 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? (% Responding "Yes")	**27%**	31%	↑	32%	↑	21%	↓	26%		23%	

An up arrow (↑) in the column labeled "Diff" indicates that the 2016 peer group score is significantly higher than the statewide score, a down arrow (↓) indicates that the 2016 peer group score is significantly lower than the state (at 95% confidence). Blank cells indicate no difference. Italicized questions are used in the domain score calculations.

Table B. 2016 Item Level Scores by Region (continued)

	Statewide Score	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)											
19. How often did nurses/nursing aides handle the situation in a way that was acceptable to you?	**3.4**	3.5	↑	3.4		3.4		3.3		3.5	↑
20. In the last 6 months, did you have issues or concerns with the care the resident received in the nursing home? (% Responding "No")	**59%**	67%	↑	58%		57%		56%		64%	↑
21. In the last 6 months, did you discuss any issues or concerns with nursing home staff? (% Responding "Yes", among those with concerns with care resident receives)	**97%**	96%		97%		97%		97%		96%	
22. 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?	**2.7**	2.8	↑	2.7		2.6		2.6		2.8	↑
23. 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? (% Responding "No")	**88%**	91%	↑	86%		88%		87%		89%	

An up arrow (↑) in the column labeled "Diff" indicates that the 2016 peer group score is significantly higher than the statewide score, a down arrow (↓) indicates that the 2016 peer group score is significantly lower than the state (at 95% confidence). Blank cells indicate no difference. Italicized questions are used in the domain score calculations.

Table C. 2016 Item Level Scores by Bed Size

	Statewide Score	Bed Size Category							
		80 or fewer beds		81 - 120 beds		121 - 160 beds		161+ beds	
		Score	Diff	Score	Diff	Score	Diff	Score	Diff
Satisfaction with Overall Experience									
30. 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?	8.1	8.8	↑	8.1		8.0	↓	8.1	
31. If someone needed nursing home care, would you recommend this nursing home to them? (% Responding "Yes")	86%	94%	↑	86%		84%		85%	
Staff and Administration of the Nursing Home									
7. In the last 6 months, if you asked for information about the resident, how often did you get the information within 48 hours?	3.4	3.6	↑	3.5		3.4		3.4	
8. In the last 6 months, how often did the nurses and nursing assistants treat you with courtesy and respect?	3.7	3.8	↑	3.7		3.7		3.7	
9. In the last 6 months, did the nurses and nursing assistants treat the resident with courtesy and respect?	3.5	3.7	↑	3.6		3.5		3.5	
10. In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident? (% Responding "No")	95%	97%	↑	95%		95%		95%	
Food and Meals									
24. If you helped the resident with eating or drinking during any of your visits, 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?	3.4	3.6	↑	3.5		3.4		3.4	
Autonomy & Resident Rights									
25. If the resident desires private space for visits such as with clergy or family, is private space provided?	3.4	3.6	↑	3.4		3.3	↓	3.4	
26. In the last 6 months, 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?	3.6	3.8	↑	3.6		3.5		3.6	
Physical Aspects of the Nursing Home									
27. In the last 6 months, did the public areas of the nursing home look and smell clean?	3.4	3.7	↑	3.4		3.4	↓	3.4	
28. In the last 6 months, when you visited, how often did the resident's room look and smell clean?	3.3	3.5	↑	3.3		3.2	↓	3.3	
29. In the last 6 months, when you visited, was the noise level around the resident's room acceptable to you?	3.4	3.5	↑	3.4		3.3		3.4	

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Table C. 2016 Item Level Scores by Bed Size (continued)

	Statewide Score	Bed Size Category							
		80 or fewer beds		81 - 120 beds		121 - 160 beds		161+ beds	
		Score	Diff	Score	Diff	Score	Diff	Score	Diff
Care Provided to Residents									
11. A care conference is a formal meeting about care planning and health progress between a care team and a resident and his or her family. Were you invited to participate in a care conference in the last 6 months? (% Responding "Yes")	**93%**	94%	↑	93%		92%	↓	94%	
12. In the last 6 months, how often were you involved as much as you wanted in care decisions?	**3.4**	3.6	↑	3.4		3.4		3.4	
13. Help with toileting includes helping someone get on or off the toilet or helping change disposable briefs or pads. In the last 6 months, during any of your visits, did you help the resident with toileting? (% Responding "Yes")	**22%**	21%		21%		23%		22%	
14. In the past 6 months, how often, if at all, did you help with toileting because the nurses or nursing assistants either were not available or made him or her wait too long?	**2.9**	3.2	↑	2.9		2.9		2.9	
15. In the last 6 months, did the resident look and smell clean?	**3.3**	3.5	↑	3.3		3.3		3.3	
16. In the last 6 months, did the resident use the nursing home's laundry service for his or her clothes? (% Responding "Yes")	**67%**	71%		72%	↑	65%		65%	
17. In the last 6 months, how often were you satisfied with the laundry service the resident received?	**3.1**	3.4	↑	3.2		3.1		3.1	
18. 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? (% Responding "Yes")	**27%**	29%		28%		24%		28%	
19. How often did nurses/nursing aides handle the situation in a way that was acceptable to you?	**3.4**	3.6	↑	3.4		3.3		3.4	
20. In the last 6 months, did you have issues or concerns with the care the resident received in the nursing home? (% Responding "No")	**59%**	67%	↑	59%		60%		57%	
21. In the last 6 months, did you discuss any issues or concerns with nursing home staff? (% Responding "Yes", among those with concerns with care resident receives)	**97%**	98%		97%		96%		97%	
22. 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?	**2.7**	2.9	↑	2.7		2.6		2.7	
23. 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? (% Responding "No")	**88%**	92%	↑	89%		88%		86%	

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Table D. 2016 Item Level Scores by Ownership Type

| | Statewide Score | Ownership Type | | | |
| | | Non-profit | | For-profit | |
		Score	Diff	Score	Diff
Satisfaction with Overall Experience					
30. 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?	**8.1**	8.8	↑	7.9	↓
31. If someone needed nursing home care, would you recommend this nursing home to them? (% Responding "Yes")	**86%**	95%	↑	82%	↓
Staff and Administration of the Nursing Home					
7. In the last 6 months, if you asked for information about the resident, how often did you get the information within 48 hours?	**3.4**	3.6	↑	3.4	
8. In the last 6 months, how often did the nurses and nursing assistants treat you with courtesy and respect?	**3.7**	3.8	↑	3.6	↓
9. In the last 6 months, did the nurses and nursing assistants treat the resident with courtesy and respect?	**3.5**	3.6	↑	3.5	
10. In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident? (% Responding "No")	**95%**	97%	↑	95%	
Food and Meals					
24. If you helped the resident with eating or drinking during any of your visits, 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?	**3.4**	3.5	↑	3.4	
Autonomy & Resident Rights					
25. If the resident desires private space for visits such as with clergy or family, is private space provided?	**3.4**	3.7	↑	3.3	↓
26. In the last 6 months, 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?	**3.6**	3.7	↑	3.5	↓
Physical Aspects of the Nursing Home					
27. In the last 6 months, did the public areas of the nursing home look and smell clean?	**3.4**	3.6	↑	3.3	↓
28. In the last 6 months, when you visited, how often did the resident's room look and smell clean?	**3.3**	3.5	↑	3.2	↓
29. In the last 6 months, when you visited, was the noise level around the resident's room acceptable to you?	**3.4**	3.5	↑	3.3	↓

An up arrow (↑) in the column labeled "Diff" indicates that the 2016 peer group score is significantly higher than the statewide score, a down arrow (↓) indicates that the 2016 peer group score is significantly lower than the state (at 95% confidence). Blank cells indicate no difference. Italicized questions are used in the domain score calculations.

Table D. 2016 Item Level Scores by Ownership Type (continued)

| | Statewide Score | Ownership Type | | | |
| | | Non-profit | | For-profit | |
		Score	Diff	Score	Diff
Care Provided to Residents					
11. A care conference is a formal meeting about care planning and health progress between a care team and a resident and his or her family. Were you invited to participate in a care conference in the last 6 months? (% Responding "Yes")	**93%**	97%	↑	92%	
12. In the last 6 months, how often were you involved as much as you wanted in care decisions?	**3.4**	3.6	↑	3.4	
13. Help with toileting includes helping someone get on or off the toilet or helping change disposable briefs or pads. In the last 6 months, during any of your visits, did you help the resident with toileting? (% Responding "Yes")	**22%**	21%		22%	
14. In the past 6 months, how often, if at all, did you help with toileting because the nurses or nursing assistants either were not available or made him or her wait too long?	**2.9**	3.1	↑	2.9	
15. In the last 6 months, did the resident look and smell clean?	**3.3**	3.5	↑	3.2	↓
16. In the last 6 months, did the resident use the nursing home's laundry service for his or her clothes? (% Responding "Yes")	**67%**	71%	↑	66%	
17. In the last 6 months, how often were you satisfied with the laundry service the resident received?	**3.1**	3.4	↑	3.1	
18. 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? (% Responding "Yes")	**27%**	30%	↑	26%	
19. How often did nurses/nursing aides handle the situation in a way that was acceptable to you?	**3.4**	3.5	↑	3.3	
20. In the last 6 months, did you have issues or concerns with the care the resident received in the nursing home? (% Responding "No")	**59%**	66%	↑	57%	
21. In the last 6 months, did you discuss any issues or concerns with nursing home staff? (% Responding "Yes", among those with concerns with care resident receives)	**97%**	98%		96%	
22. 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?	**2.7**	2.9	↑	2.6	
23. 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? (% Responding "No")	**88%**	90%	↑	87%	

An up arrow (↑) in the column labeled "Diff" indicates that the 2016 peer group score is significantly higher than the statewide score, a down arrow (↓) indicates that the 2016 peer group score is significantly lower than the state (at 95% confidence). Blank cells indicate no difference. Italicized questions are used in the domain score calculations.