2023 Maryland Nursing Home Family Experience of Care Survey
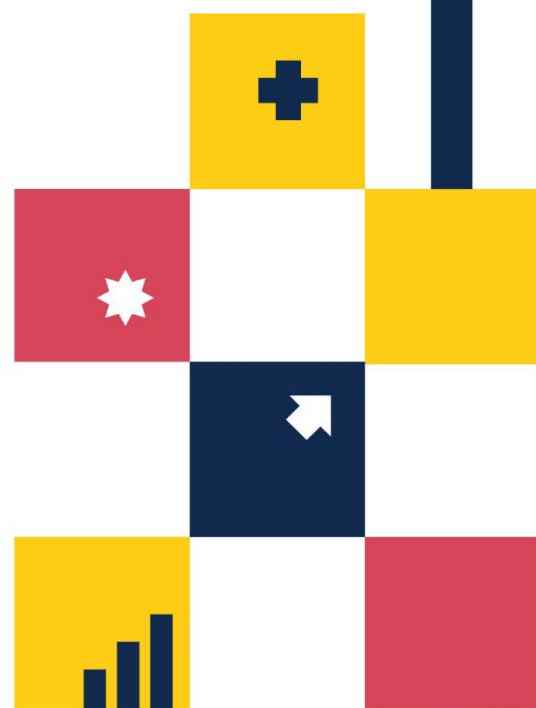
Statewide Results
March 2024

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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 survey instrument underwent revisions between the 2016 and 2018 administrations, revising and expanding the Food and Meals domain, the Autonomy and Residents Rights domain, and the Physical Aspects of the Facility domain. In addition, two domains were added: the Activities domain and the Security and Resident's Personal Rights domain.

In 2020 questions were added regarding the experience around the COVID-19 pandemic to gauge the facility level response to the global pandemic. With the end of the wider state of emergency, these questions were removed from the survey for the present administration and beyond.

The results of the survey are accessible to the public via the MHCC's *Maryland Quality Reporting*[1] website - 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 and this statewide report are posted on the site to assist consumers in making informed decisions when selecting a nursing home for themselves, a family member, or a friend.

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[1] https://healthcarequality.mhcc.maryland.gov/

B. Summary Results – Statewide Results

Table 1. Summary of Domain Scores – 2023 Statewide Results[2]

	Statewide
Staff and Administration of the Nursing Home	3.3
Care Provided to Residents	3.2
Food and Meals	2.9
Autonomy and Resident Rights	3.2
Physical Aspects of the Nursing Home	3.1
Activities	2.8
Security and Resident's Personal Rights	3.2
Overall Rating of Care Received at the Nursing Home*	7.3
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	71%

*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.

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[2] 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 18th, 2023, were included in the sample. All nursing homes were asked to provide a list of the designated family members of each of their current residents. If no family member was listed as overseeing the resident's care, another responsible party was selected to contact.

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

D. Summary of Survey Methods

All eligible (218) nursing facilities throughout the State of Maryland submitted a family member list in 2023. 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 10th, 2023
- 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, 16,539 family members were eligible to participate. Data collection began with an email invitation sent to all respondents with a valid email address on September 4th, 2023. An initial invitation letter containing a link to the online survey and a unique respondent passcode was mailed to the 16,539 eligible family members with a verified mailing address on September 18th, 2023. The online survey module is a new survey mode started in 2020 intended to improve response rates and provide respondents with more options to complete the survey.

A paper survey packet was mailed on October 27th, 2023, to all those who did not respond to the initial survey invitation or the reminder invitation. This survey packet also included instructions on how to complete the survey online if they preferred. A reminder letter was sent to non-responders at historically low responding facilities with valid mailing addresses on November 30th, 2023, with information about completing the survey online, language emphasizing the importance of the survey, and providing a timeline on when responses would no longer be eligible.

Beginning October 17th, 2023, 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 October 17th, 2023, and ended on January 2nd, 2024. Calls were conducted from 9 AM to 9 PM on weekdays and 10 AM to 6 PM on Saturdays.

A total of 5,670 eligible surveys were completed through January 1st, 2024, out of 16,539 eligible family members, resulting in a final response rate of 39.6% for all facilities.

Table 2 summarizes the final 2023 Maryland Nursing Home Family Experience of Care Survey sample.

Table 2: 2023 Maryland Nursing Facility Family Experience of Care Survey Sample Summary

2023 Nursing Facility Family Experience of Care Survey	Total Participating Facilities	Total Eligible Family Members	Total Surveys Completed	Response Rate*	Undeliverable
Overall	218	16,539	5,670	40%	2,222

*The response rate is calculated by dividing the total number of surveys *completed* by the total number of eligible family members minus the number of undeliverable surveys

E. Description of Survey Instrument

The designated family members were asked to complete a survey about their experience and satisfaction with the facility and care provided to residents. The 2023 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.

An open-ended question asking respondents if there was any feedback about the facility that they would like to share was added to the survey in 2020 and retained in all following administrations including 2023.

For more detail on the methods and survey instrument changes, please request the complete technical documentation for this research by contacting Dr. Stacy Howes 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 contain an up arrow (↑). Areas where the state score is significantly lower than the peer group or a prior year's score contain a down arrow (↓). Areas which have no significant difference are marked with a dash (-). These comparisons are made using 95% confidence intervals.

A low domain score indicates a low level of experience of care 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 of care 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. Domains with high scores identify areas where the facility exhibits a high level of performance. Comparing your facility's scores to peer groups can help your facility to identify opportunities for incremental improvements.

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. To identify meaningful differences, we suggest that readers look at top rated items and domains and compare them to lower rated items.

Family member feedback about the home was reviewed for context and has been coded into themes. The results are presented in a table with the labels indicating the theme and the percentage indicating the proportion of those whose feedback fit that theme. Feedback from one person may be coded into as many as three different themes.

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

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

G. Domain Ratings

Summary of Domain Ratings

Figure 1. Summary of Domain Scores – 2023 Statewide Results

Domain	Score
Staff and Administration of the Nursing Home	3.3
Care Provided to Residents	3.2
Food and Meals	2.9
Autonomy and Resident Rights	3.2
Physical Aspects of the Nursing Home	3.1
Activities	2.8
Security and Resident's Personal Rights	3.2

Staff and Administration of the Nursing Home

Figure 2. 2019-2023 Domain Scores for Staff and Administration of the Nursing Home

Staff and Administration of the Nursing Home
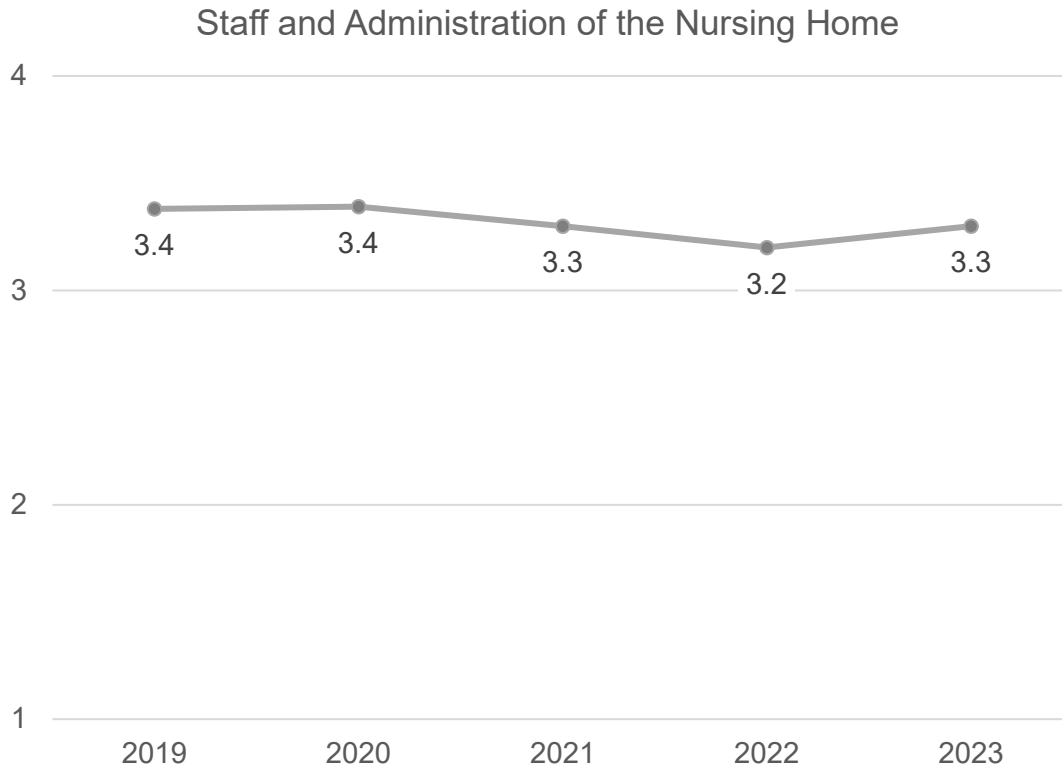
Table 3. 2019-2023 Significant Differences for Staff and Administration of the Nursing Home Trending

2023 Statewide Score Measured Against		
	Score	2023 Difference
2023	3.3	-
2022	3.2	↑
2021	3.3	-
2020	3.4	↓
2019	3.4	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2023 Statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

Figure 3. 2023 Peer Group Scores for Staff and Administration of the Nursing Home

Staff and Administration of the Nursing Home

Category	Group	Score
	Statewide	3.3
Region	Western Maryland	3.5
Region	Montgomery County	3.2
Region	Southern Maryland	3.2
Region	Central Maryland	3.3
Region	Eastern Shore	3.3
Size	80 or fewer beds	3.5
Size	81 - 120 beds	3.3
Size	121 - 160 beds	3.2
Size	161+ beds	3.3
Ownership	Non-Profit	3.5
Ownership	For-Profit	3.2
Medicaid	Medicaid	3.3
Medicaid	Other	3.3
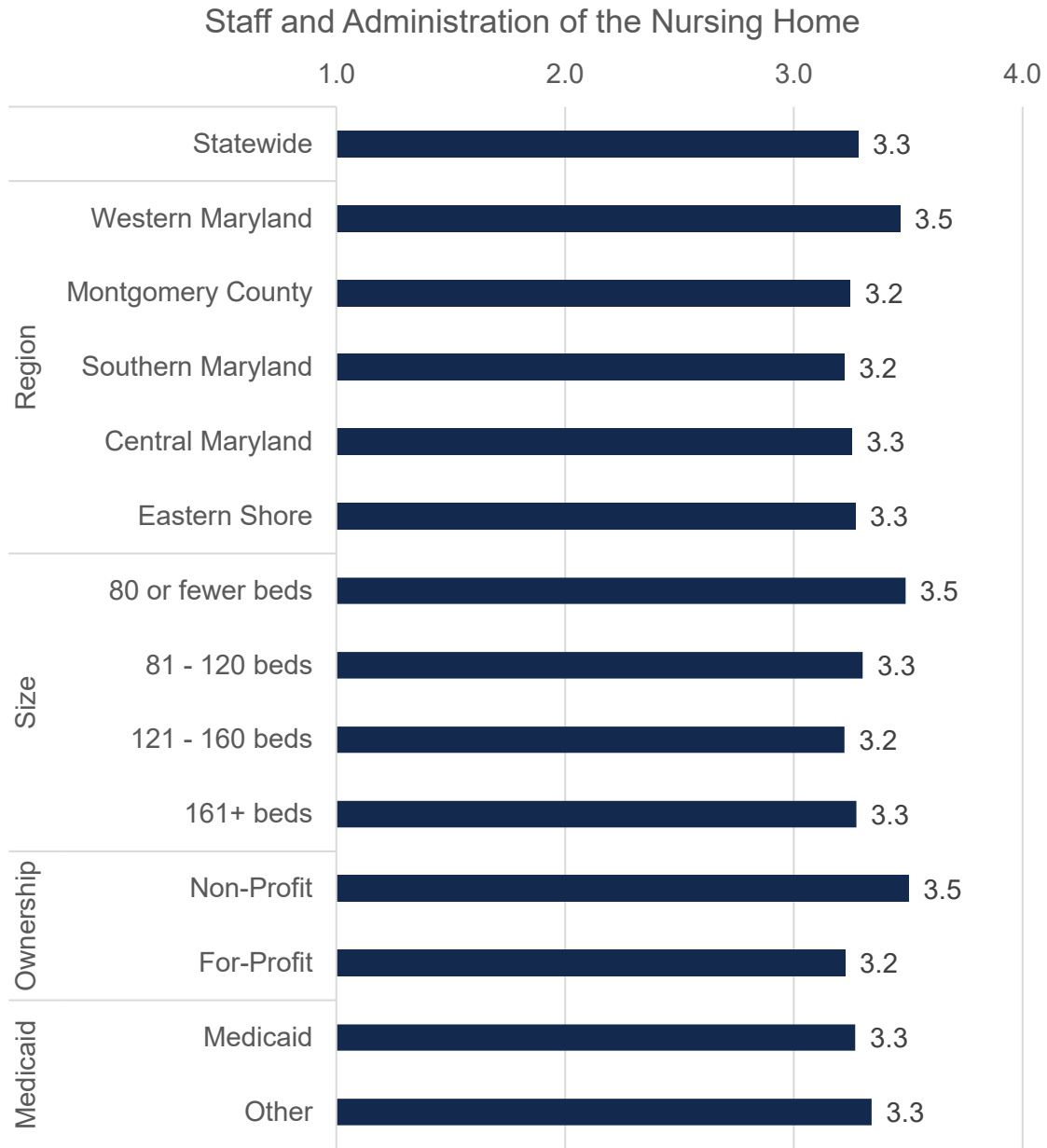
Table 4. 2023 Significant Differences for Staff and Administration of the Nursing Home vs Peers

2023 Statewide Score Measured Against Peer Group		
	Score	**2023 Difference**
2023 Statewide	**3.3**	
Region		
Western Maryland	3.5	↓
Montgomery County	3.2	↑
Southern Maryland	3.2	↑
Central Maryland	3.3	↑
Eastern Shore	3.3	-
Size		
80 or fewer beds	3.5	↓
81 – 120 beds	3.3	-
121 – 160 beds	3.2	↑
161+ beds	3.3	-
Ownership		
Non-Profit	3.5	↓
For-Profit	3.2	↑
Payment Source		
Medicaid	3.3	-
Other	3.3	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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. 2019-2023 Domain Scores for Care Provided to Residents

Care Provided to Residents

(Line chart showing domain scores from 2019 to 2023: 2019 = 3.3, 2020 = 3.3, 2021 = 3.2, 2022 = 3.1, 2023 = 3.2. Y-axis ranges from 1 to 4.)
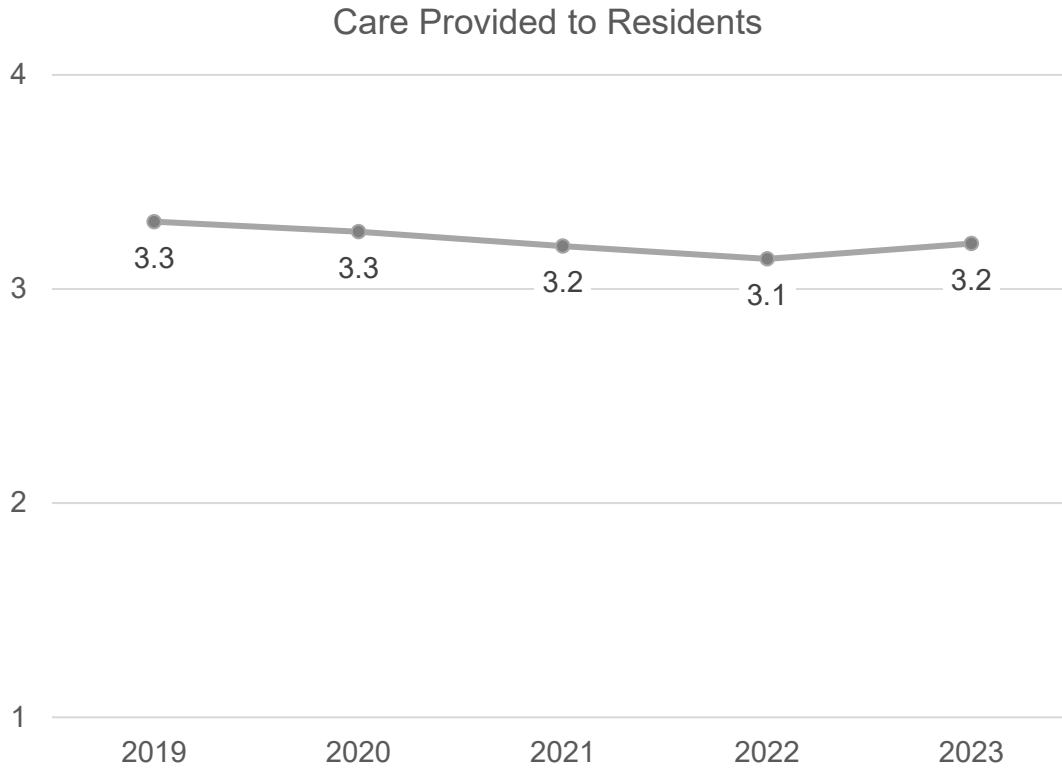
Table 5. 2019-2023 Significant Differences for Care Provided to Residents Trending

2023 Statewide Score Measured Against		
	Score	2023 Difference
2023	3.2	-
2022	3.1	↑
2021	3.1	↑
2020	3.4	↓
2019	3.4	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2023 Statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

Figure 5. 2023 Peer Group Scores for Care Provided to Residents

Care Provided to Residents

Category	Group	Score
	Statewide	3.2
Region	Western Maryland	3.4
Region	Montgomery County	3.2
Region	Southern Maryland	3.1
Region	Central Maryland	3.2
Region	Eastern Shore	3.2
Size	80 or fewer beds	3.5
Size	81 - 120 beds	3.2
Size	121 - 160 beds	3.1
Size	161+ beds	3.2
Ownership	Non-Profit	3.5
Ownership	For-Profit	3.1
Medicaid	Medicaid	3.2
Medicaid	Other	3.3
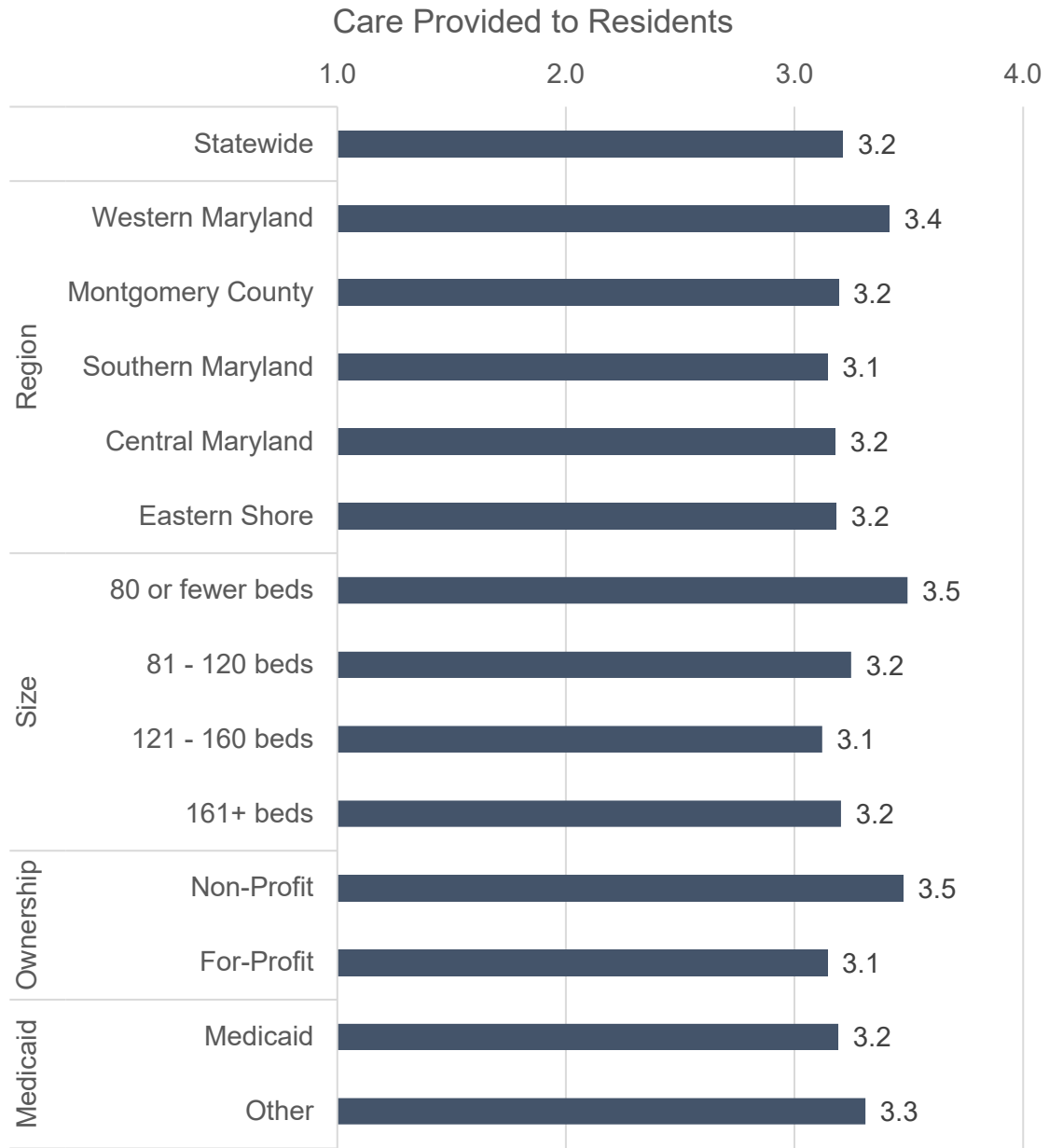
Table 6. 2023 Significant Differences for Care Provided to Residents vs Peers

2023 Statewide Score Measured Against Peer Group		
	Score	**2023 Difference**
2023 Statewide	**3.2**	
Region		
Western Maryland	3.4	↓
Montgomery County	3.2	-
Southern Maryland	3.1	↑
Central Maryland	3.2	↑
Eastern Shore	3.2	-
Size		
80 or fewer beds	3.5	↓
81 – 120 beds	3.2	↓
121 – 160 beds	3.1	↑
161+ beds	3.2	-
Ownership		
Non-Profit	3.5	↓
For-Profit	3.1	↑
Payment Source		
Medicaid	3.2	-
Other	3.3	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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. 2019-2023 Domain Scores for Food and Meals

Food and Meals

2023 Statewide Score Measured Against		
	Score	**2023 Difference**
2023	2.9	
2022	2.9	↑
2021	3.0	↓
2020	3.1	↓
2019	3.0	↓
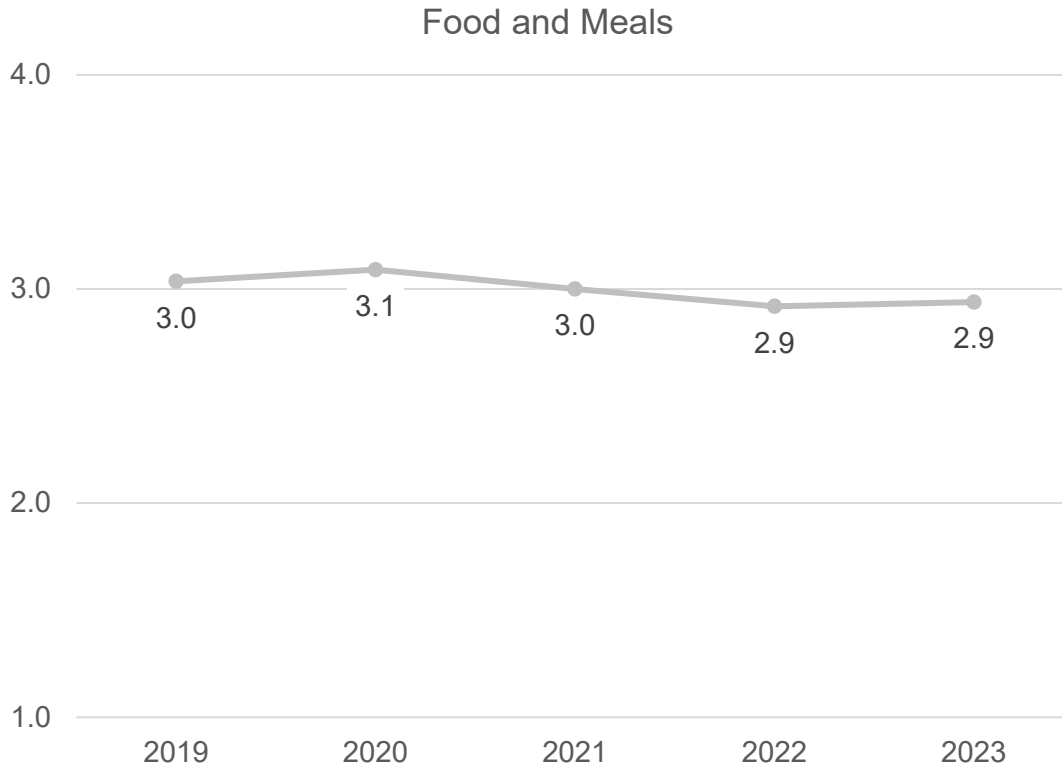
Table 7. 2019-2023 Significant Differences for Food and Meals Trending

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2023 Statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

Figure 7. 2023 Peer Group Domain Scores for Food and Meals

Food and Meals

	Score
Region	
Statewide	2.9
Western Maryland	3.1
Montgomery County	3.0
Southern Maryland	2.8
Central Maryland	2.9
Eastern Shore	3.0
Size	
80 or fewer beds	3.3
81 - 120 beds	3.0
121 - 160 beds	2.8
161+ beds	2.9
Ownership	
Non-Profit	3.2
For-Profit	2.9
Medicaid	
Medicaid	2.9
Other	3.0

Table 8. 2023 Significant Differences for Food and Meals vs Peers

2023 Statewide Score Measured Against Peer Group		
	Score	**2023 Difference**
2023 Statewide	**2.9**	
Region		
Western Maryland	3.1	↓
Montgomery County	3.0	-
Southern Maryland	2.8	↑
Central Maryland	2.9	↑
Eastern Shore	3.0	↓
Size		
80 or fewer beds	3.3	↓
81 – 120 beds	3.0	↓
121 – 160 beds	2.8	↑
161+ beds	2.9	-
Ownership		
Non-Profit	3.2	↓
For-Profit	2.9	↑
Payment Source		
Medicaid	2.9	-
Other	3.0	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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. 2019-2023 Domain Scores for Autonomy and Resident Rights

Autonomy and Resident Rights
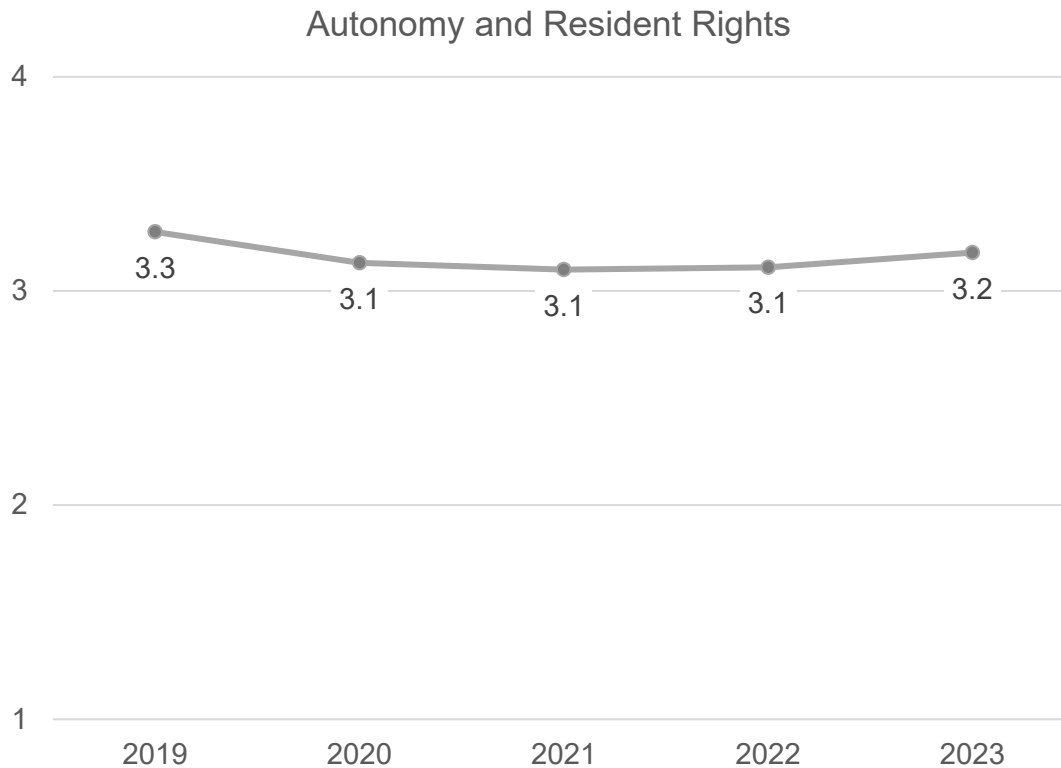
Table 9. 2019-2023 Significant Differences for Autonomy and Resident Rights Trending

2023 Statewide Score Measured Against		
	Score	**2023 Difference**
2023	3.2	
2022	3.1	↑
2021	3.1	↑
2020	3.1	↑
2019	3.3	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2023 Statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

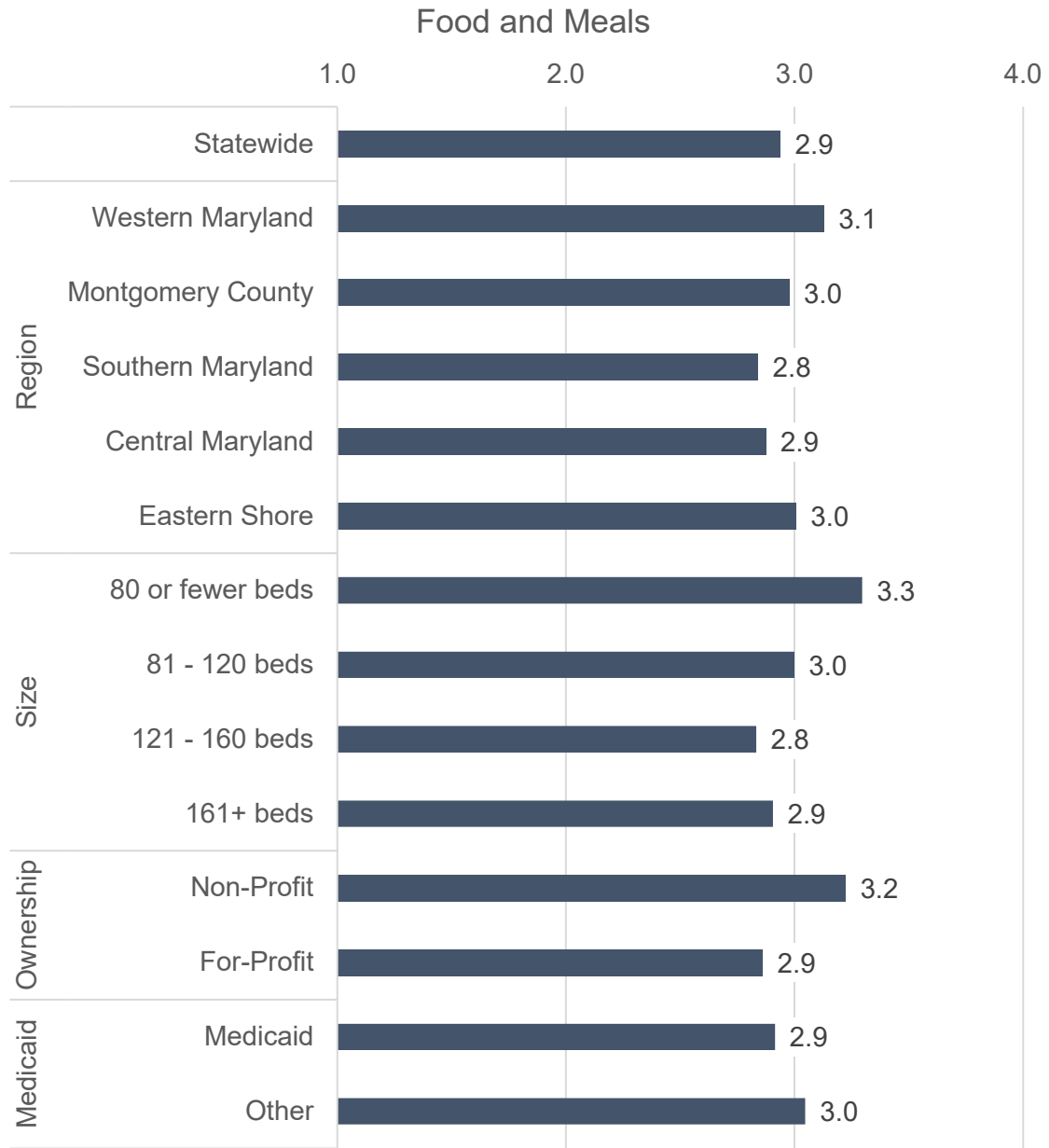## Figure 9. 2023 Peer Group Domain Scores for Autonomy and Resident Rights

Autonomy and Resident Rights

Category	Group	Score
	Statewide	3.2
Region	Western Maryland	3.3
Region	Montgomery County	3.2
Region	Southern Maryland	3.1
Region	Central Maryland	3.2
Region	Eastern Shore	3.2
Size	80 or fewer beds	3.5
Size	81 - 120 beds	3.2
Size	121 - 160 beds	3.1
Size	161+ beds	3.2
Ownership	Non-Profit	3.5
Ownership	For-Profit	3.1
Medicaid	Medicaid	3.2
Medicaid	Other	3.3

Table 10. 2023 Significant Differences for Autonomy and Resident Rights vs Peers

2023 Statewide Score Measured Against Peer Group		
	Score	**2023 Difference**
2023 Statewide	**3.2**	
Region		
Western Maryland	3.3	↓
Montgomery County	3.2	-
Southern Maryland	3.1	↑
Central Maryland	3.2	-
Eastern Shore	3.2	-
Size		
80 or fewer beds	3.5	↓
81 – 120 beds	3.2	↓
121 – 160 beds	3.1	↑
161+ beds	3.2	-
Ownership		
Non-Profit	3.5	↓
For-Profit	3.1	↑
Payment Source		
Medicaid	3.2	-
Other	3.3	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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. 2019-2023 Domain Scores for Physical Aspects of the Nursing Home

Physical Aspects of the Nursing Home
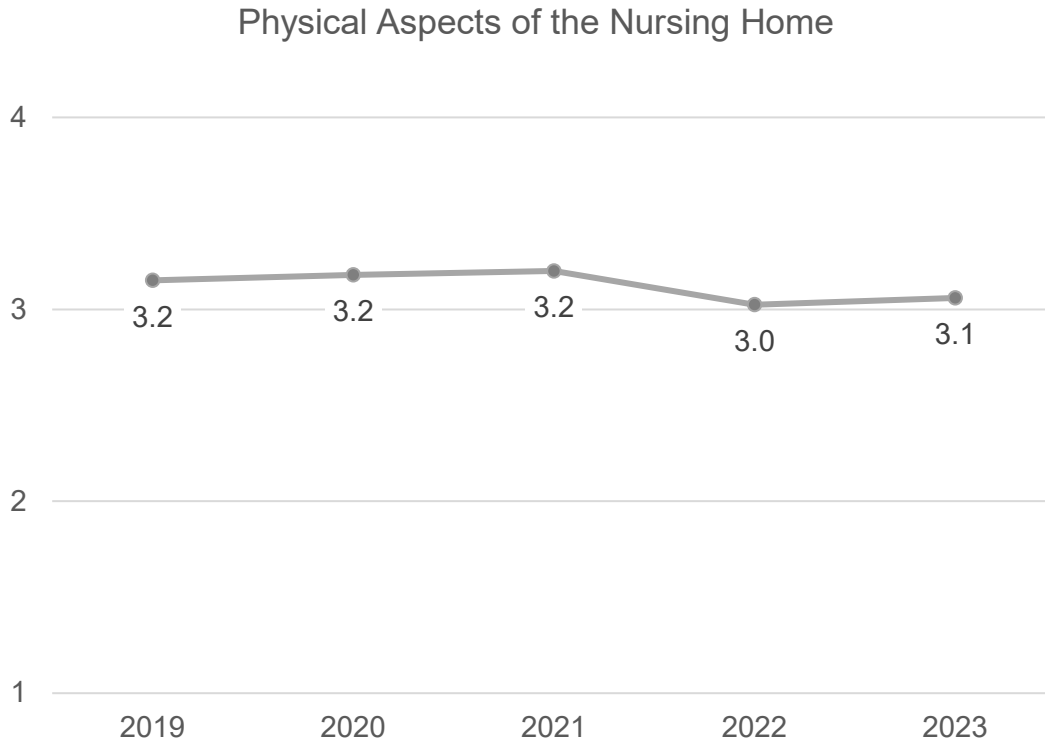
Table 11. 2019-2023 Significant Differences for Physical Aspects of the Nursing Home Trending

2023 Statewide Score Measured Against		
	Score	**2023 Difference**
2023	3.1	
2022	3.0	↑
2021	3.2	↓
2020	3.2	↓
2019	3.2	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2023 Statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).
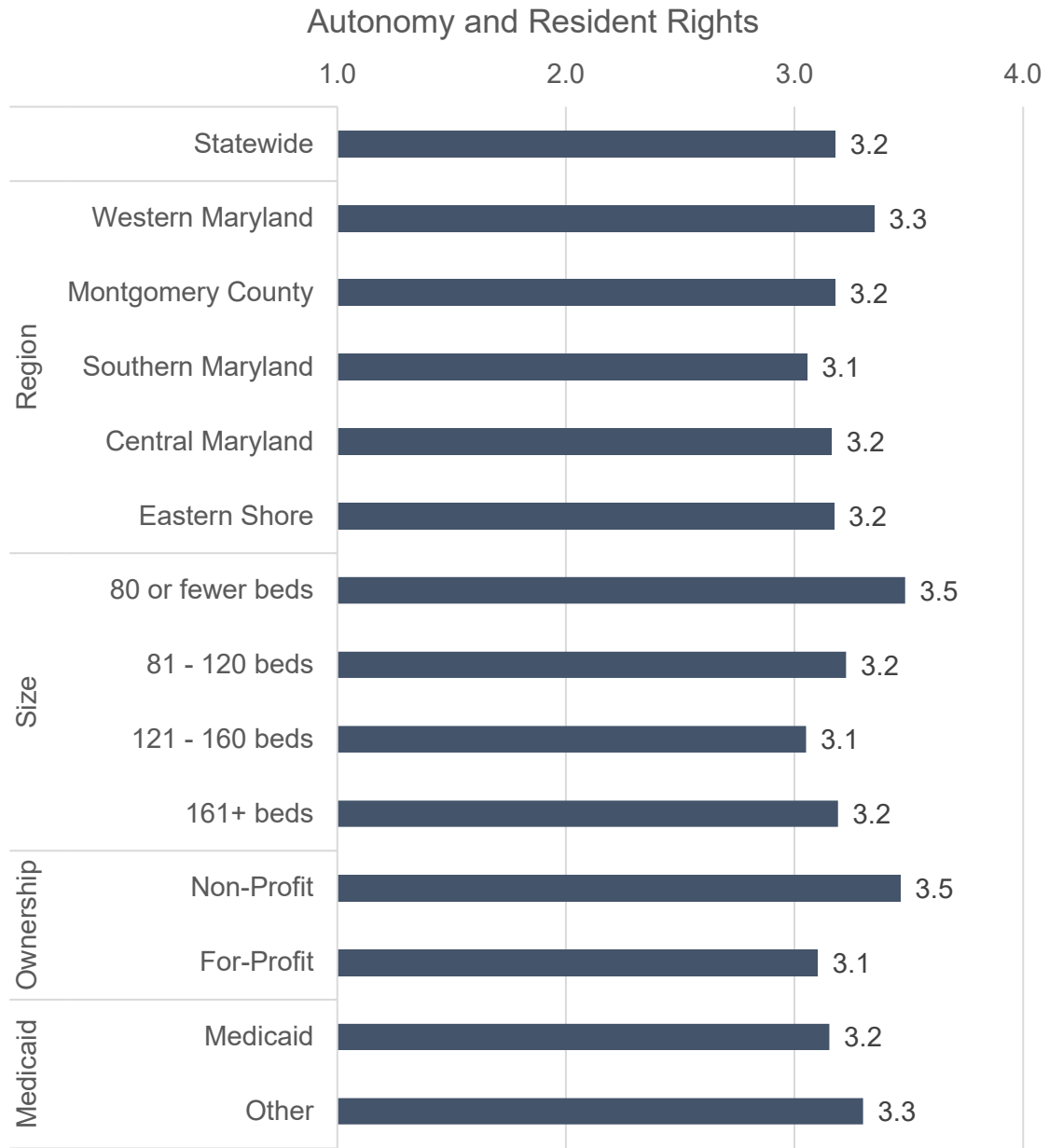
Figure 11. 2023 Peer Group Domain Scores for Physical Aspects of the Nursing Home

Physical Aspects of the Nursing Home

| Category	Group	Score
	Statewide	3.1
Region	Western Maryland	3.3
Region	Montgomery County	3.1
Region	Southern Maryland	2.9
Region	Central Maryland	3.0
Region	Eastern Shore	3.1
Size	80 or fewer beds	3.4
Size	81 - 120 beds	3.1
Size	121 - 160 beds	3.0
Size	161+ beds	3.0
Ownership	Non-Profit	3.4
Ownership	For-Profit	3.0
Medicaid	Medicaid	3.0
Medicaid	Other	3.2

Table 12. 2023 Significant Differences for Physical Aspects of the Nursing Home vs Peers

2023 Statewide Score Measured Against Peer Group		
	Score	**2023 Difference**
2023 Statewide	**3.1**	
Region		
Western Maryland	3.3	↓
Montgomery County	3.1	-
Southern Maryland	2.9	↑
Central Maryland	3.0	-
Eastern Shore	3.1	-
Size		
80 or fewer beds	3.4	↓
81 – 120 beds	3.1	↓
121 – 160 beds	3.0	↑
161+ beds	3.0	↑
Ownership		
Non-Profit	3.4	↓
For-Profit	3.0	↑
Payment Source		
Medicaid	3.0	↑
Other	3.2	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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. 2019-2023 Domain Scores for Activities
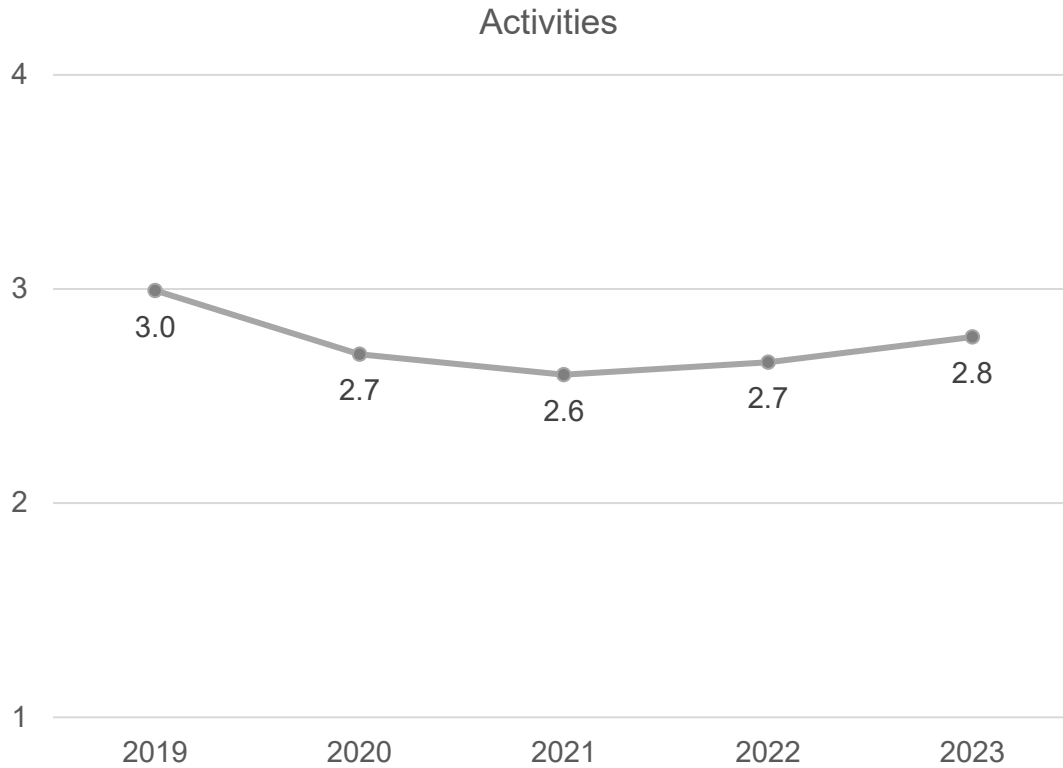
Activities

Table 13. 2019-2023 Significant Differences for Activities Trending

	Score	2023 Difference
2023 Statewide Score Measured Against		
	Score	**2023 Difference**
2023	2.8	
2022	2.7	↑
2021	2.6	↑
2020	2.7	↑
2019	3.0	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2023 Statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).
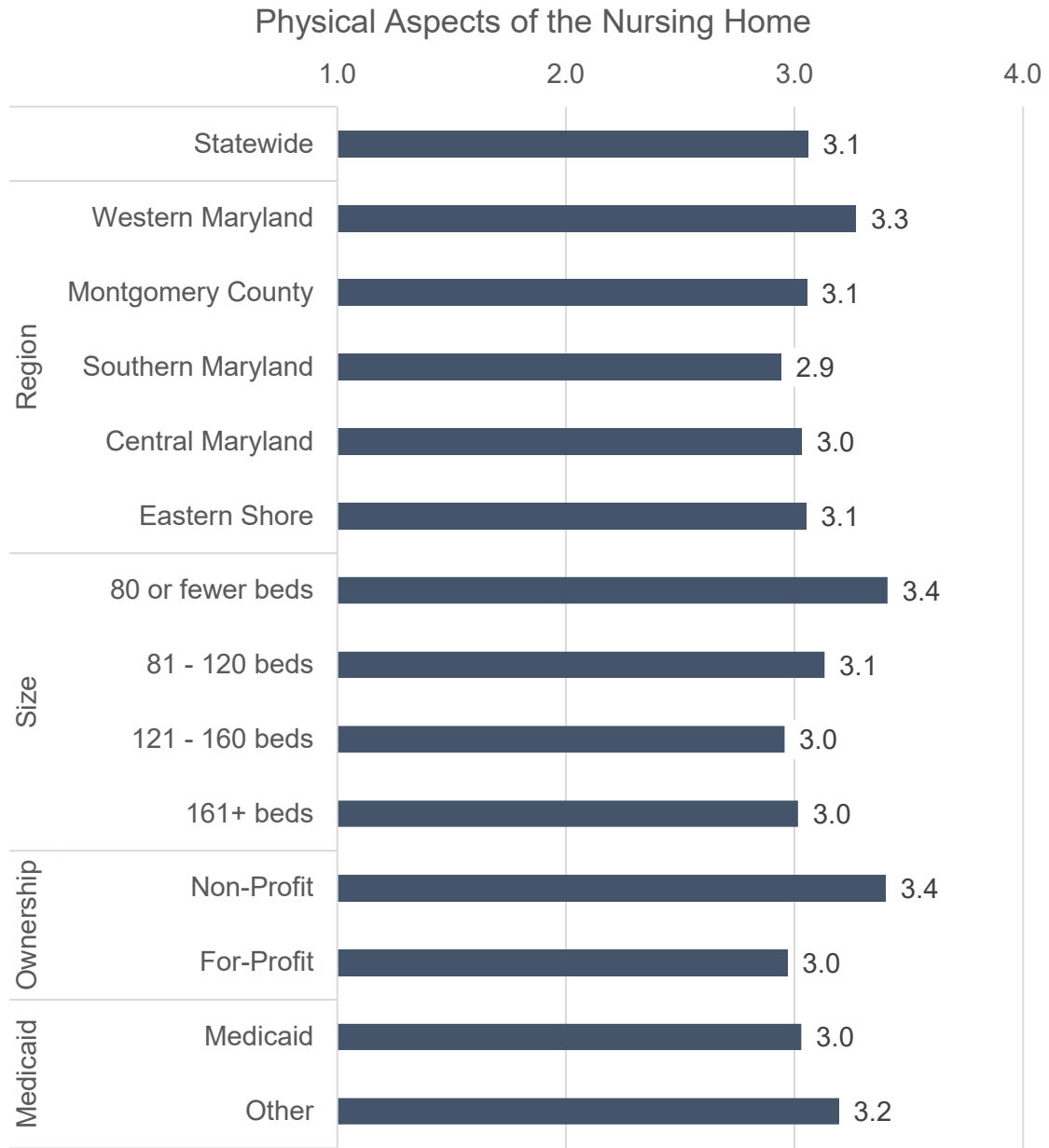
Figure 13. 2023 Peer Group Domain Scores for Activities

Activities

	Score
Statewide	2.8
Region	
Western Maryland	3.0
Montgomery County	2.7
Southern Maryland	2.6
Central Maryland	2.8
Eastern Shore	2.9
Size	
80 or fewer beds	3.2
81 - 120 beds	2.8
121 - 160 beds	2.7
161+ beds	2.7
Ownership	
Non-Profit	3.0
For-Profit	2.7
Medicaid	
Medicaid	2.7
Other	2.9

Table 14. 2023 Significant Differences for Activities vs Peers

2023 Statewide Score Measured Against Peer Group		
	Score	**2023 Difference**
2023 Statewide	**2.8**	
Region		
Western Maryland	3.0	↓
Montgomery County	2.7	↑
Southern Maryland	2.6	↑
Central Maryland	2.8	-
Eastern Shore	2.9	↓
Size		
80 or fewer beds	3.2	↓
81 – 120 beds	2.8	↓
121 – 160 beds	2.7	↑
161+ beds	2.7	↑
Ownership		
Non-Profit	3.0	↓
For-Profit	2.7	↑
Payment Source		
Medicaid	2.7	-
Other	2.9	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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. 2019-2023 Domain Scores for Security and Resident's Personal Rights

Security and Resident's Personal Rights

Table 15. 2019-2023 Significant Differences for Security and Resident's Personal Rights Trending

2023 Statewide Score Measured Against		
	Score	**2023 Difference**
2023	3.2	
2022	3.2	↑
2021	3.3	↓
2020	3.3	↓
2019	3.3	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2023 Statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).
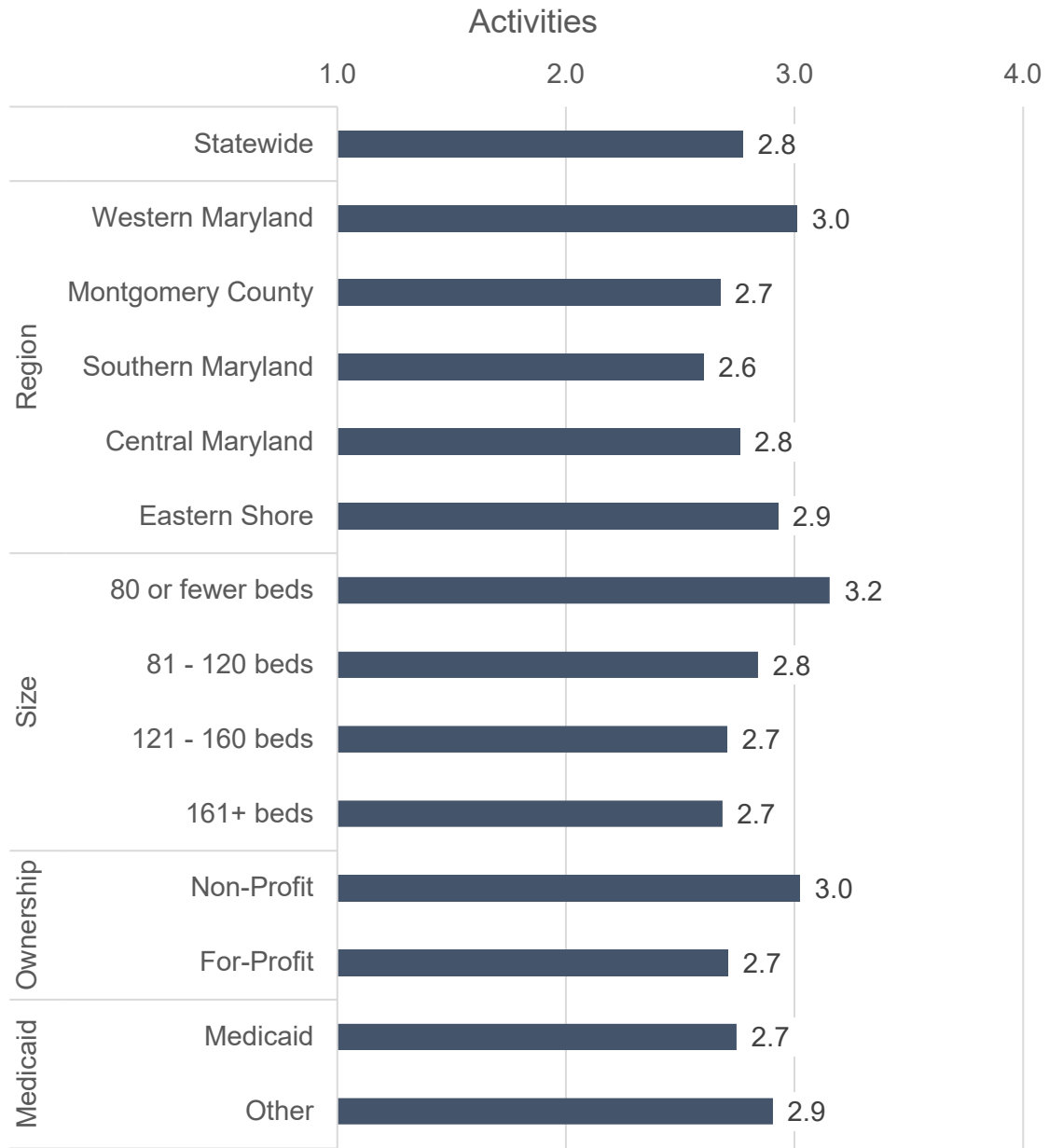
Figure 15. 2023 Peer Group Domain Scores for Security and Resident's Personal Rights

Security and Resident's Personal Rights

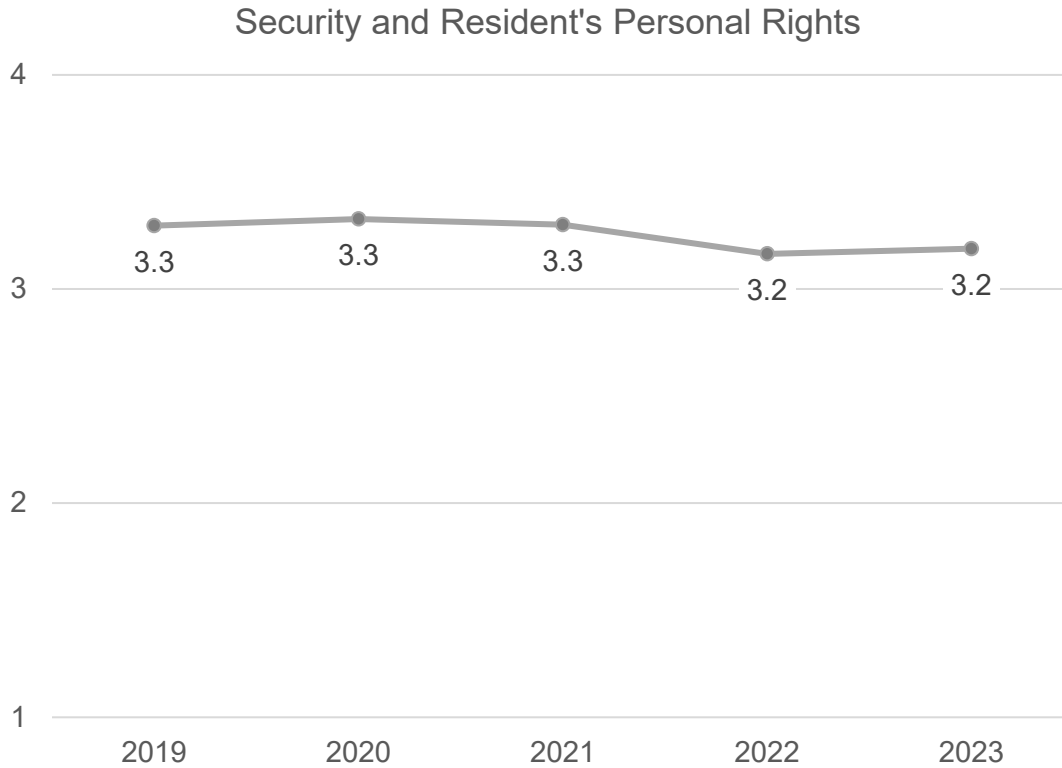|	Score
Region	
Statewide	3.2
Western Maryland	3.4
Montgomery County	3.2
Southern Maryland	3.0
Central Maryland	3.1
Eastern Shore	3.2
Size	
80 or fewer beds	3.5
81 - 120 beds	3.2
121 - 160 beds	3.1
161+ beds	3.2
Ownership	
Non-Profit	3.5
For-Profit	3.1
Medicaid	
Medicaid	3.2
Other	3.3
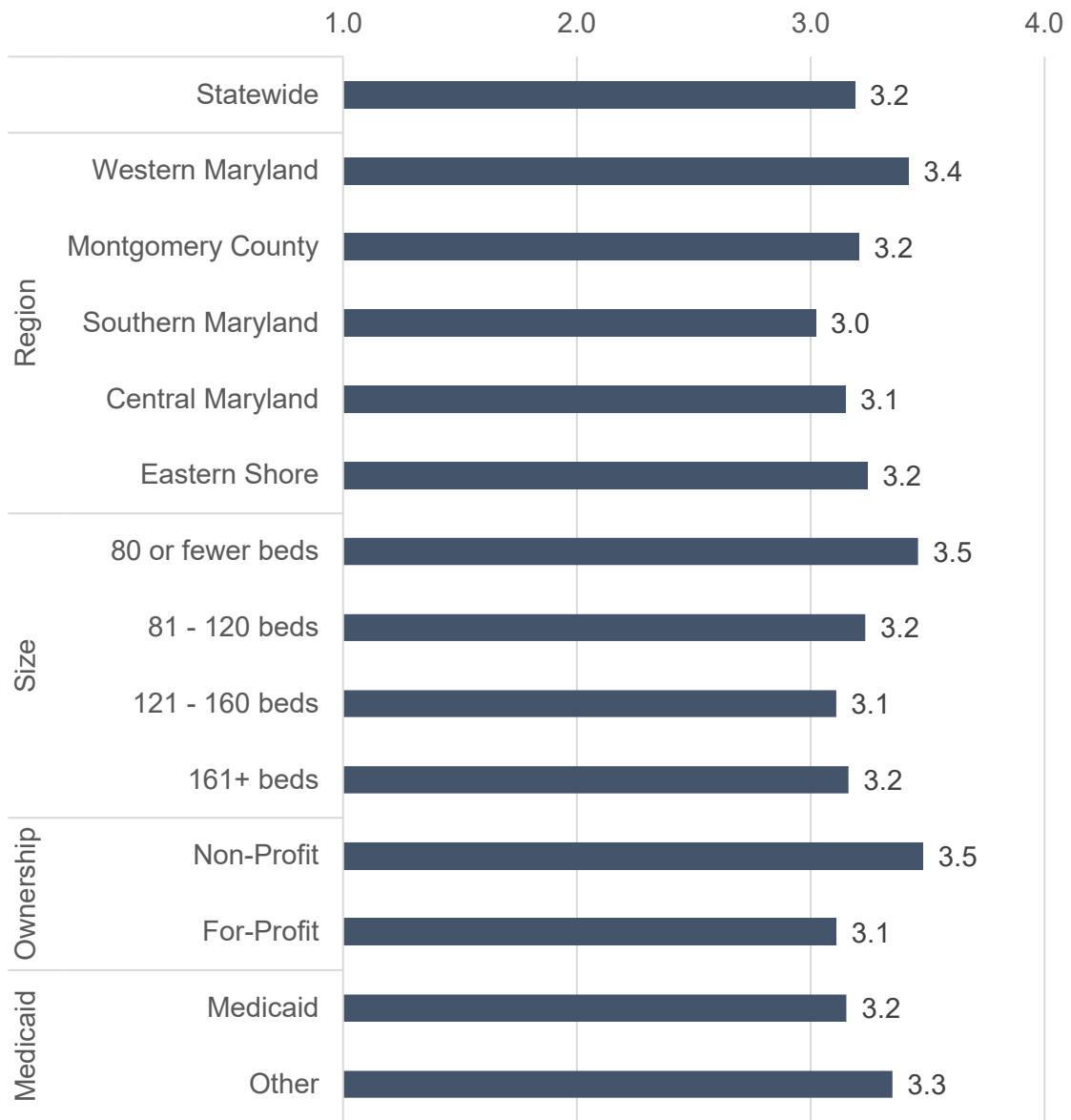
Table 16. 2023 Significant Differences for Security and Resident's Personal Rights vs Peers

2023 Statewide Score Measured Against Peer Group		
	Score	**2023 Difference**
2023 Statewide	**3.2**	
Region		
Western Maryland	3.4	↓
Montgomery County	3.2	-
Southern Maryland	3.0	↑
Central Maryland	3.1	↑
Eastern Shore	3.2	↓
Size		
80 or fewer beds	3.5	↓
81 – 120 beds	3.2	↓
121 – 160 beds	3.1	↑
161+ beds	3.2	-
Ownership		
Non-Profit	3.5	↓
For-Profit	3.1	↑
Payment Source		
Medicaid	3.2	↑
Other	3.3	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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. 2019-2023 Scores for Overall Rating of Care Received at the Nursing Home
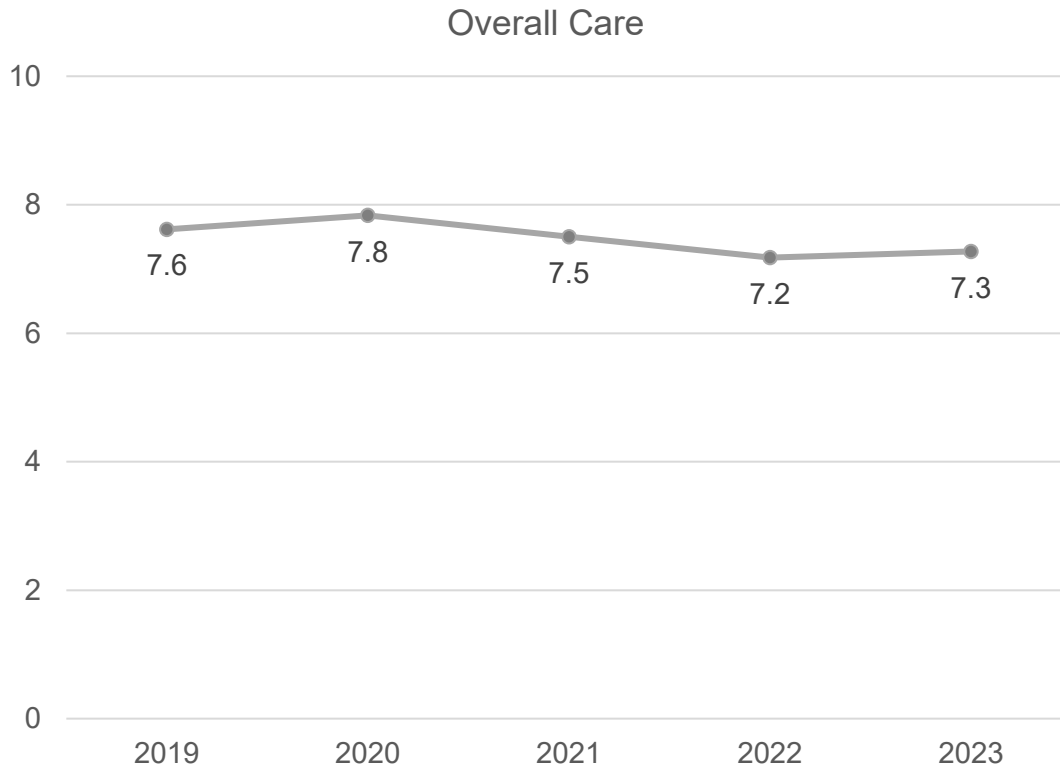
Overall Care

Table 17. 2019-2023 Significant Differences for Overall Rating of Care Received at the Nursing Home Trending

2023 Statewide Score Measured Against		
	Score	**2023 Difference**
2023	7.3	
2019	7.6	↓
2022	7.2	↑
2021	7.5	↓
2020	7.8	↓
2019	7.6	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2023 Statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

Figure 17. 2023 Peer Group Scores for Overall Rating of Care Received at the Nursing Home

Overall Care

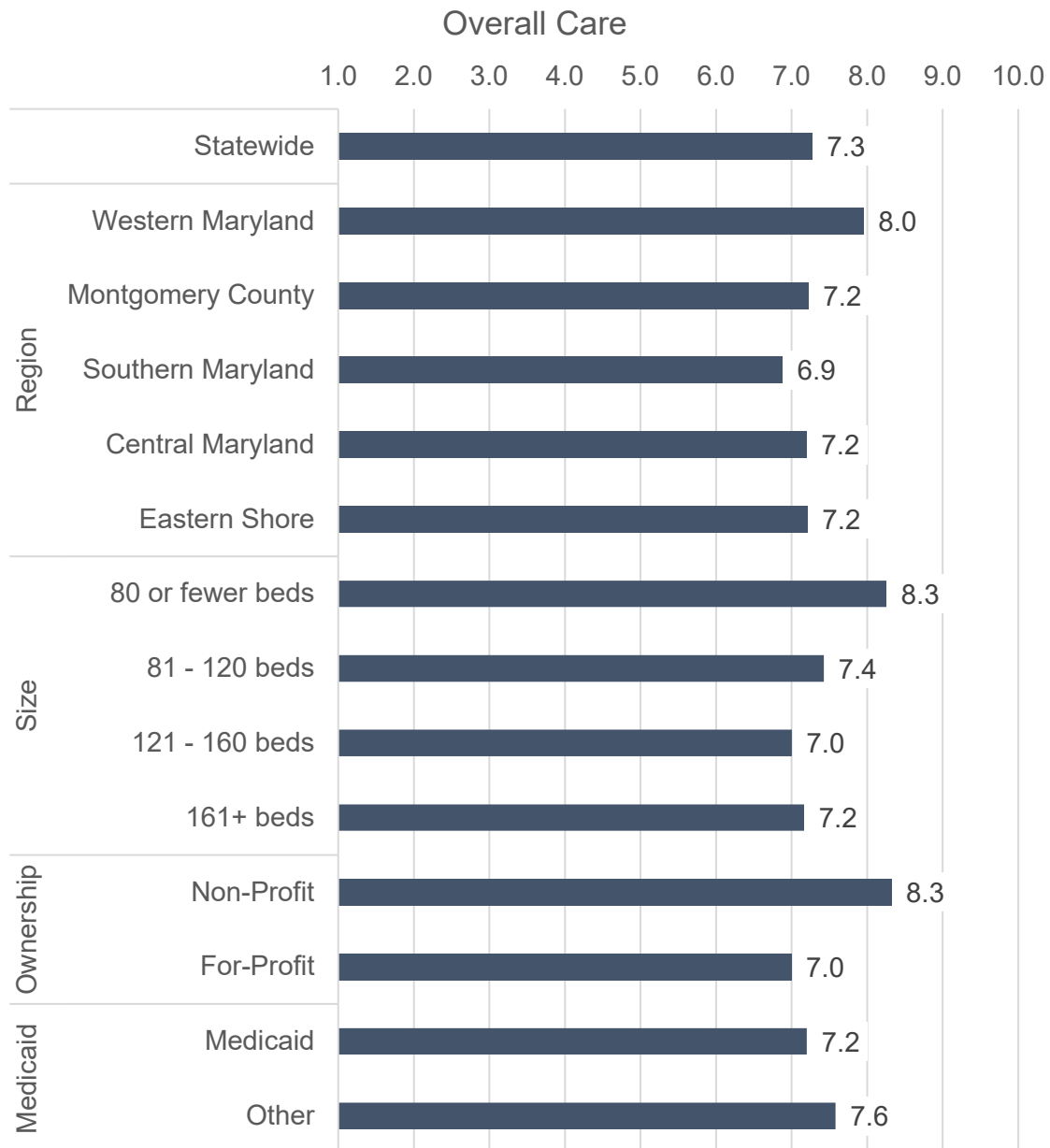| Category	Group	Score
	Statewide	7.3
Region	Western Maryland	8.0
Region	Montgomery County	7.2
Region	Southern Maryland	6.9
Region	Central Maryland	7.2
Region	Eastern Shore	7.2
Size	80 or fewer beds	8.3
Size	81 - 120 beds	7.4
Size	121 - 160 beds	7.0
Size	161+ beds	7.2
Ownership	Non-Profit	8.3
Ownership	For-Profit	7.0
Medicaid	Medicaid	7.2
Medicaid	Other	7.6

Table 18. 2023 Significant Differences for Overall Rating of Care Received at the Nursing Home vs Peers

2023 Statewide Score Measured Against Peer Group		
	Score	**2023 Difference**
2023 Statewide	**7.3**	
Region		
Western Maryland	8.0	↓
Montgomery County	7.2	-
Southern Maryland	6.9	↑
Central Maryland	7.2	-
Eastern Shore	7.2	-
Size		
80 or fewer beds	8.3	↓
81 – 120 beds	7.4	↓
121 – 160 beds	7.0	↑
161+ beds	7.2	↑
Ownership		
Non-Profit	8.3	↓
For-Profit	7.0	↑
Payment Source		
Medicaid	7.2	-
Other	7.6	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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. 2019-2023 Scores for Nursing Home Recommendation

Would Recommend this Nursing Home
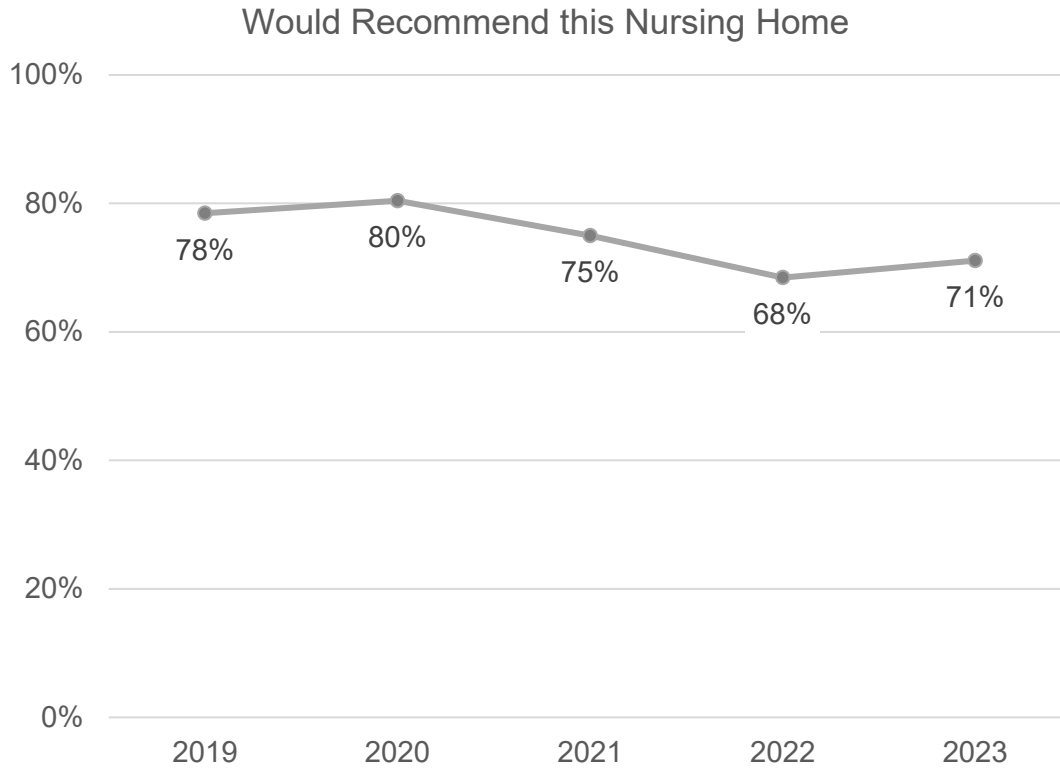
Table 19. 2019-2023 Significant Differences for Nursing Home Recommendation Trending

2023 Statewide Score Measured Against		
	Score	**2023 Difference**
2023	71%	
2022	68%	↑
2021	75%	↓
2020	80%	↓
2019	78%	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2023 Statewide score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

Figure 19. 2023 Peer Group Domain Scores for Nursing Home Recommendation

Would Recommend this Nursing Home

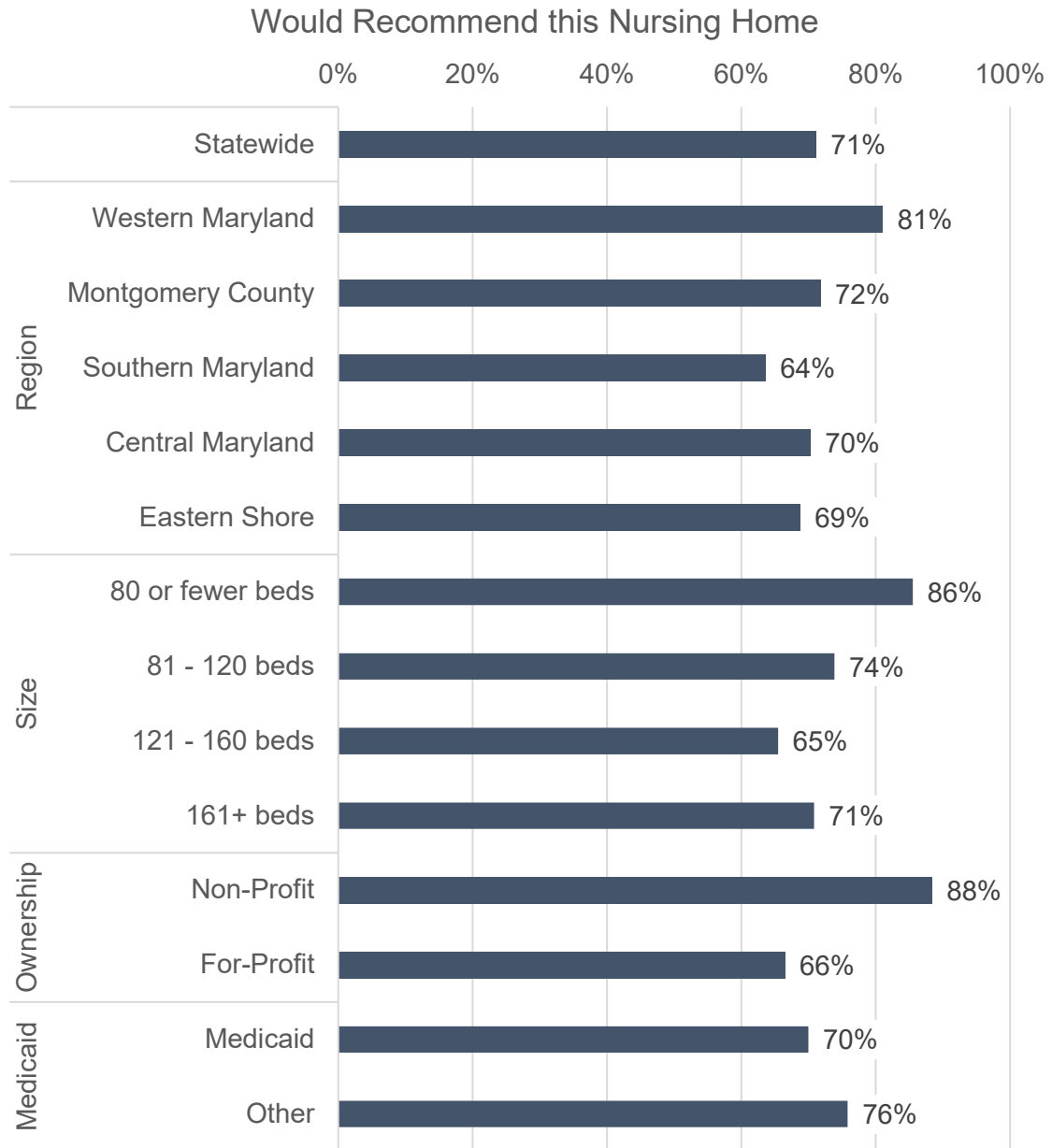|	Category	Percentage
	Statewide	71%
Region	Western Maryland	81%
	Montgomery County	72%
	Southern Maryland	64%
	Central Maryland	70%
	Eastern Shore	69%
Size	80 or fewer beds	86%
	81 - 120 beds	74%
	121 - 160 beds	65%
	161+ beds	71%
Ownership	Non-Profit	88%
	For-Profit	66%
Medicaid	Medicaid	70%
	Other	76%

Table 20. 2023 Significant Differences for Nursing Home Recommendation vs Peers

2023 Statewide Score Measured Against Peer Group		
	Score	**2023 Difference**
2023 Statewide	**71%**	
Region		
Western Maryland	81%	↓
Montgomery County	72%	-
Southern Maryland	64%	↑
Central Maryland	70%	-
Eastern Shore	69%	-
Size		
80 or fewer beds	86%	↓
81 – 120 beds	74%	↓
121 – 160 beds	65%	↑
161+ beds	71%	-
Ownership		
Non-Profit	88%	↓
For-Profit	66%	↑
Payment Source		
Medicaid	70%	-
Other	76%	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 Statewide score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).

I. Feedback

Beginning in 2020, respondents were able to provide open-ended feedback about their experiences with the nursing home. Responses from the 2023 survey have been coded into categories, and the percentages of each response category are provided below.

	%
Nursing Home Unprepared to Handle COVID, Poor Safety Protocols	15%
High Staff Turnover, Understaffed	14%
Overall Satisfied, Would Recommend	14%
Unhappy with COVID Visitation Policy	11%
Nursing Home Ownership Changes, Management Changes	11%
Poor Phone System, No One Answers Phone	9%
Resident is Satisfied with Staff, Nursing Home	7%
Staff Does Not Listen to Resident/Family, Ignores Needs and Requests	7%
Staff is Caring, Friendly, Compassionate	6%
Nursing Home Does Not Keep Family Informed, Poor Communication	6%
Missing Clothes, Residents Share Clothing	6%
Resident Receives Great Care, Taken Care of During COVID (Even if Infected)	5%
Poor Staff Attitude, Rude, Disrespectful	4%
Untrained, Uninformed Staff	4%
Nursing Home is Clean, Well-Kept	4%
Nursing Home Informs Family of COVID Updates, Resident's Health/Status (Call, Zoom, FaceTime, Emails)	4%
Overall Dissatisfied, Would Not Recommend	3%
Resident is Unkempt, Dirty (No Haircuts, No Showers, Untrimmed Nails)	3%
Staff is Professional, Helpful, Responsive	3%
Unhappy with Food, Lacking Healthy Options	2%
Residents Isolated During COVID, Affects Mental Health	2%
Happy with COVID Visitation Policy (Window, Outdoors, Compassionate Care)	2%
Nursing Home is Dirty, Needs Repairs, Smells	2%
Personal Items Lost, Stolen, Damaged	2%
Other	7%

Percentages based on 2,808 respondents who provided an answer to the question. Percentages may not sum to 100 because multiple responses were accepted. Responses with 2% or higher included.

J. 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 rate of individuals ranking the item as a 7 or higher out of 10 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.

Table A. 2023 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?	70%	80%	↓	69%	-	67%	-	69%	-	64%	-
In the last 6 months, if you asked for information about the resident, how often did you get the information within 48 hours?	71%	84%	↓	70%	-	65%	↑	69%	-	70%	-
In the last 6 months, how often did the nurses and nursing assistants treat <u>you</u> with courtesy and respect?	88%	93%	↓	86%	-	87%	-	87%	-	91%	-
In the last 6 months, how often did the nurses and nursing assistants treat the <u>resident</u> with courtesy and respect?	83%	90%	↓	82%	-	79%	-	82%	-	86%	-
In the last 6 months, how often did staff members respect the resident's privacy?	86%	91%	↓	84%	-	83%	-	85%	-	86%	-
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)?	71%	79%	↓	72%	-	69%	-	69%	-	68%	-
In the last 6 months, how often were you able to find a nurse or aide when you wanted one?	71%	80%	↓	73%	-	64%	↑	69%	-	71%	-
In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident? (% no)	93%	96%	↓	91%	-	92%	-	92%	-	93%	-

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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.

Table A. 2023 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											
Were you invited to participate in a care conference in the last 6 months?	84%	93%	↓	82%	-	78%	↑	84%	-	82%	-
In the last 6 months, how often were you involved as much as you wanted in care decisions?	79%	86%	↓	78%	-	78%	-	79%	-	73%	↑
In the last 6 months, during any of your visits, did you help the resident with toileting?	*19%*	*18%*	-	*21%*	-	*18%*	-	*20%*	-	*18%*	-
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?	66%	71%	-	64%	-	66%	-	65%	-	70%	-
In the last 6 months, did the resident look and smell clean?	78%	84%	↓	79%	-	74%	-	76%	-	78%	-
In the last 6 months, did the resident use the nursing home's laundry service for his or her clothes?	*75%*	*86%*	↓	*75%*	-	*70%*	↑	*71%*	↑	*84%*	↓
In the last 6 months, how often were you satisfied with the laundry services the resident received?	72%	83%	↓	75%	-	70%	-	67%	↑	72%	-
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?	*23%*	*25%*	-	*27%*	-	*19%*	↑	*23%*	-	*19%*	-
How often did nurses/nursing aides handle the situation in a way that was acceptable to you?	82%	87%	-	85%	-	73%	-	82%	-	78%	-
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?	*62%*	*58%*	-	*65%*	-	*59%*	-	*63%*	-	*60%*	-

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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.

Table A. 2023 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, were you satisfied with the way the nursing home staff handled issues or concerns that you brought to their attention?	56%	66%	↓	58%	-	48%	↑	55%	-	58%	-
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?	80%	85%	↓	79%	-	78%	-	79%	-	80%	-
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?	83%	89%	↓	83%	-	84%	-	80%	-	84%	-
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)?	75%	82%	↓	78%	-	71%	-	72%	-	77%	-
In the last 6 months, how often was the food served to the resident high quality (i.e., attractive, appetizing, and nutritious)?	59%	69%	↓	61%	-	53%	↑	56%	-	64%	-
Activities											
In the last 6 months, how often were meaningful activities offered most days of the week?	67%	77%	↓	63%	-	59%	↑	66%	-	74%	↓
In the last 6 months, how often were physical activities (i.e., activities that encourage some movement) offered most days of the week?	53%	63%	↓	52%	-	45%	↑	53%	-	58%	-

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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.

Table A. 2023 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
Autonomy and Resident Rights											
If the resident desires private space for visits such as with clergy or family, how often is private space available?	75%	85%	↓	76%	-	66%	↑	74%	-	75%	-
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?	86%	88%	-	86%	-	82%	-	85%	-	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)?	70%	78%	↓	66%	-	65%	-	69%	-	71%	-
Physical Aspects of the Nursing Home											
In the last six months, how often was the resident's room bright and cheerful?	64%	74%	↓	66%	-	57%	↑	63%	-	64%	-
In the last 6 months, how often did the public areas of the nursing home look and smell clean?	79%	88%	↓	78%	-	72%	↑	78%	-	79%	-
In the last 6 months, how often did the resident's room look and smell clean?	73%	83%	↓	74%	-	68%	↑	72%	-	73%	-
In the last 6 months, how often was the noise level around the resident's room acceptable to you?	81%	87%	↓	81%	-	79%	-	80%	-	78%	-

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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.

Table A. 2023 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)?	85%	92%	↓	87%	-	74%	↑	85%	-	90%	↓
In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal items?	64%	76%	↓	66%	-	58%	↑	60%	-	64%	-
In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal safety?	84%	91%	↓	84%	-	80%	↑	83%	-	85%	-
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?	69%	80%	↓	70%	-	64%	↑	67%	-	67%	-
If someone needed nursing home care, would you recommend this nursing home to them?	71%	81%	↓	72%	-	64%	↑	70%	-	69%	-

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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.

Table B. 2023 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?	70%	87%	↓	66%	↑
In the last 6 months, if you asked for information about the resident, how often did you get the information within 48 hours?	71%	86%	↓	67%	↑
In the last 6 months, how often did the nurses and nursing assistants treat <u>you</u> with courtesy and respect?	88%	95%	↓	87%	-
In the last 6 months, how often did the nurses and nursing assistants treat the <u>resident</u> with courtesy and respect?	83%	91%	↓	81%	-
In the last 6 months, how often did staff members respect the resident's privacy?	86%	93%	↓	84%	-
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)?	71%	82%	↓	68%	-
In the last 6 months, how often were you able to find a nurse or aide when you wanted one?	71%	81%	↓	68%	-
In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident? (% no)	93%	96%	↓	92%	-
Care Provided to Residents					
Were you invited to participate in a care conference in the last 6 months?	84%	97%	↓	81%	↑
In the last 6 months, how often were you involved as much as you wanted in care decisions?	79%	90%	↓	76%	↑
In the last 6 months, during any of your visits, did you help the resident with toileting?	*19%*	*20%*	-	*19%*	-
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?	66%	74%	-	64%	-

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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.

Table B. 2023 Item Level Scores by Facility Owner (continued)

	Statewide	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?	78%	90%	↓	74%	↑
In the last 6 months, did the resident use the nursing home's laundry service for his or her clothes?	75%	77%	↓	74%	-
In the last 6 months, how often were you satisfied with the laundry services the resident received?	72%	86%	↓	68%	↑
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?	23%	28%	↓	21%	-
How often did nurses/nursing aides handle the situation in a way that was acceptable to you?	82%	91%	↓	79%	-
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?	62%	60%	-	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?	56%	72%	↓	53%	-
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?	80%	85%	↓	78%	-
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?	83%	85%	-	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)?	75%	86%	↓	72%	↑
In the last 6 months, how often was the food served to the resident high quality (i.e., attractive, appetizing, and nutritious)?	59%	75%	↓	55%	↑

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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.

Table B. 2023 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?	67%	78%	↓	64%	-
In the last 6 months, how often were physical activities (i.e., activities that encourage some movement) offered most days of the week?	53%	65%	↓	50%	-
Autonomy and Resident Rights					
If the resident desires private space for visits such as with clergy or family, how often is private space available?	75%	91%	↓	70%	↑
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?	86%	94%	↓	84%	-
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)?	70%	82%	↓	66%	↑
Physical Aspects of the Nursing Home					
In the last six months, how often was the resident's room bright and cheerful?	64%	83%	↓	59%	↑
In the last 6 months, how often did the public areas of the nursing home look and smell clean?	79%	93%	↓	75%	↑
In the last 6 months, how often did the resident's room look and smell clean?	73%	88%	↓	69%	↑
In the last 6 months, how often was the noise level around the resident's room acceptable to you?	81%	89%	↓	79%	-

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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.

Table B. 2023 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)?	85%	94%	↓	82%	↑
In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal items?	64%	79%	↓	60%	↑
In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal safety?	84%	93%	↓	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?	69%	86%	↓	65%	↑
If someone needed nursing home care, would you recommend this nursing home to them?	71%	88%	↓	66%	↑

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 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.

Table C. 2023 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?	70%	80%	↓	70%	-	67%	-	71%	-
In the last 6 months, if you asked for information about the resident, how often did you get the information within 48 hours?	71%	83%	↓	73%	-	66%	↑	71%	-
In the last 6 months, how often did the nurses and nursing assistants treat <u>you</u> with courtesy and respect?	88%	94%	↓	89%	-	86%	-	89%	-
In the last 6 months, how often did the nurses and nursing assistants treat the <u>resident</u> with courtesy and respect?	83%	91%	↓	84%	-	80%	-	83%	-
In the last 6 months, how often did staff members respect the resident's privacy?	86%	93%	↓	87%	-	84%	-	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)?	71%	81%	↓	71%	-	67%	-	72%	-
In the last 6 months, how often were you able to find a nurse or aide when you wanted one?	71%	81%	↓	73%	-	68%	-	70%	-
In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident? (% no)	93%	94%	-	93%	-	92%	-	93%	-
Care Provided to Residents									
Were you invited to participate in a care conference in the last 6 months?	84%	95%	↓	86%	-	79%	↑	86%	-
In the last 6 months, how often were you involved as much as you wanted in care decisions?	79%	89%	↓	79%	-	76%	-	80%	-
In the last 6 months, during any of your visits, did you help the resident with toileting?	*19%*	*20%*	-	*19%*	-	*19%*	-	*19%*	-
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?	66%	79%	↓	68%	-	62%	-	64%	-

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Italicized questions are not used in the domain score calculations.

Table C. 2023 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?	78%	87%	↓	80%	-	74%	-	77%	-
In the last 6 months, did the resident use the nursing home's laundry service for his or her clothes?	75%	79%	-	77%	-	74%	-	74%	-
In the last 6 months, how often were you satisfied with the laundry services the resident received?	72%	82%	↓	75%	-	69%	-	71%	-
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?	23%	22%	-	24%	-	22%	-	23%	-
How often did nurses/nursing aides handle the situation in a way that was acceptable to you?	82%	89%	-	85%	-	80%	-	80%	-
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?	62%	58%	-	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?	56%	70%	↓	59%	-	51%	↑	57%	-
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?	80%	87%	↓	80%	-	78%	-	79%	-
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?	83%	90%	↓	83%	-	80%	-	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)?	75%	86%	↓	75%	-	72%	-	75%	-
In the last 6 months, how often was the food served to the resident high quality (i.e., attractive, appetizing, and nutritious)?	59%	76%	↓	63%	-	53%	↑	58%	-

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Italicized questions are not used in the domain score calculations.

	Statewide	Licensed Bed Size							
		80 or fewer beds		81 – 120 beds		121 – 160 beds		161+ beds	
		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?	67%	80%	↓	70%	-	65%	-	63%	-
In the last 6 months, how often were physical activities (i.e., activities that encourage some movement) offered most days of the week?	53%	73%	↓	57%	-	49%	-	49%	-
Autonomy and Resident Rights									
If the resident desires private space for visits such as with clergy or family, how often is private space available?	75%	88%	↓	77%	-	69%	↑	76%	-
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?	86%	93%	↓	88%	-	82%	↑	86%	-
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)?	70%	82%	↓	72%	-	64%	↑	70%	-
Physical Aspects of the Nursing Home									
In the last six months, how often was the resident's room bright and cheerful?	64%	80%	↓	69%	↓	58%	↑	64%	-
In the last 6 months, how often did the public areas of the nursing home look and smell clean?	79%	92%	↓	82%	-	74%	↑	78%	-
In the last 6 months, how often did the resident's room look and smell clean?	73%	87%	↓	77%	-	69%	↑	70%	-
In the last 6 months, how often was the noise level around the resident's room acceptable to you?	81%	87%	↓	82%	-	79%	-	80%	-

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Table C. 2023 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)?	85%	93%	↓	86%	-	82%	↑	85%	-
In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal items?	64%	78%	↓	66%	-	60%	-	62%	-
In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal safety?	84%	89%	↓	86%	-	82%	-	85%	-
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?	69%	83%	↓	71%	-	65%	↑	68%	-
If someone needed nursing home care, would you recommend this nursing home to them?	71%	86%	↓	74%	-	65%	↑	71%	-

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Italicized questions are not used in the domain score calculations.

Table D. 2023 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?	70%	69%	-	74%	-
In the last 6 months, if you asked for information about the resident, how often did you get the information within 48 hours?	71%	70%	-	76%	↓
In the last 6 months, how often did the nurses and nursing assistants treat <u>you</u> with courtesy and respect?	88%	88%	-	90%	-
In the last 6 months, how often did the nurses and nursing assistants treat the <u>resident</u> with courtesy and respect?	83%	83%	-	85%	-
In the last 6 months, how often did staff members respect the resident's privacy?	86%	85%	-	90%	↓
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)?	71%	70%	-	72%	-
In the last 6 months, how often were you able to find a nurse or aide when you wanted one?	71%	70%	-	74%	-
In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident? (% no)	93%	92%	-	94%	-
Care Provided to Residents					
Were you invited to participate in a care conference in the last 6 months?	84%	83%	-	89%	↓
In the last 6 months, how often were you involved as much as you wanted in care decisions?	79%	78%	-	83%	-
In the last 6 months, during any of your visits, did you help the resident with toileting?	*19%*	*19%*	-	*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?	66%	65%	-	69%	-

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Table D. 2023 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?	78%	76%	-	85%	↓
In the last 6 months, did the resident use the nursing home's laundry service for his or her clothes?	75%	76%	-	70%	↑
In the last 6 months, how often were you satisfied with the laundry services the resident received?	72%	70%	-	82%	↓
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?	23%	22%	-	27%	↓
How often did nurses/nursing aides handle the situation in a way that was acceptable to you?	82%	81%	-	85%	-
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?	62%	61%	-	66%	-
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?	56%	54%	-	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?	80%	80%	-	80%	-
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?	83%	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)?	75%	74%	-	80%	↓
In the last 6 months, how often was the food served to the resident high quality (i.e., attractive, appetizing, and nutritious)?	59%	58%	-	65%	↓

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Italicized questions are not used in the domain score calculations.

Table D. 2023 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?	67%	66%	-	73%	↓
In the last 6 months, how often were physical activities (i.e., activities that encourage some movement) offered most days of the week?	53%	52%	-	61%	↓
Autonomy and Resident Rights					
If the resident desires private space for visits such as with clergy or family, how often is private space available?	75%	73%	-	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?	86%	85%	-	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)?	70%	69%	-	74%	-
Physical Aspects of the Nursing Home					
In the last six months, how often was the resident's room bright and cheerful?	64%	63%	-	72%	↓
In the last 6 months, how often did the public areas of the nursing home look and smell clean?	79%	77%	-	87%	↓
In the last 6 months, how often did the resident's room look and smell clean?	73%	71%	-	81%	↓
In the last 6 months, how often was the noise level around the resident's room acceptable to you?	81%	80%	-	82%	-

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Italicized questions are not used in the domain score calculations.

	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)?	85%	84%	-	91%	↓
In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal items?	64%	62%	-	72%	↓
In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal safety?	84%	83%	-	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?	69%	68%	-	73%	-
If someone needed nursing home care, would you recommend this nursing home to them?	71%	70%	-	76%	↓

A difference marked ↑ indicates the 2023 Statewide score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2023 Statewide score was statistically significantly lower than the comparison peer group. Blank cells indicate no difference.

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