2015 MHCC Nursing Home Resident Experience of Care Survey

The Maryland Health Care Commission conducts "Experience of Care Surveys" to collect information about how nursing home residents and their families rate the care, communication, environment and other key aspects of their nursing home stay. MHCC does not plan to administer the Nursing Home Resident Experience of Care Survey in 2017. Nursing homes will receive notification of future administrations.

To find a nursing home report:

- **Services Search** on main page.
- On the **Search by Facility Type** tab:

    Step # 1 select **Nursing Home**

    Step # 2 select **SELECT ALL** *

    Step # 3 click on the **Search** button

    The nursing homes will list in alphabetical order beneath the map.

- Select a specific nursing home by double clicking on the name. A page for the selected nursing home will appear.
- Scroll down to **Facility Characteristics** (located on the left hand side of the screen)
- Select the "**Family or Resident Experience of Care**" tab to view results. Links for both the Family Experience of Care and the Short Stay Resident Experience of Care will appear.

* If you know the facility name and the county where it is located, in Step # 2 check the box next to the county name, then go to Step # 3 to click on the **Search** button.

Listed below are the 112 Maryland nursing homes with a short stay report for 2015, the most recent year in which this survey was conducted. Facilities in bold are hospital-based nursing home beds.

Arcola Health and Rehabilitation Center
Bayleigh Chase
Bedford Court Sunrise Senior Living Services
Bel Air Health and Rehabilitation Center
Berlin Nursing & Rehabilitation Center
Brooke Grove Rehabilitation and Nursing
  Center
Calvert Manor Healthcare Center, Inc.
**Calvert Memorial Hospital Transitional Care
  Unit**
Carriage Hill Bethesda
Citizens Care and Rehabilitation Center of
  Frederick
Citizens Care and Rehabilitation Center of
  Harford
Collingswood Nursing and Rehabilitation Center
Crofton Convalescent & Rehabilitation Center
Elkton Transitional Care Center, LLC
  (Transitions Healthcare Elkton, LLC)
Ellicott City Health and Rehabilitation Center

Encore at Turf Valley
Envoy of Denton
Forest Hill Health and Rehabilitation Center
Forestville Health & Rehabilitation Center
Fort Washington Health and Rehabilitation
  Center
FutureCare Canton Harbor
FutureCare Charles Village
FutureCare Cherrywood
FutureCare Chesapeake
Futurecare Homewood
FutureCare Irvington
Futurecare Northpoint
FutureCare Pineview
FutureCare Sandtown - Winchester
**Garrett County Memorial Hospital Subacute
  Unit**
GBMC Sub Acute Unit
Genesis Ballenger Creek *formerly dba Genesis
  College View Center*

2015 MHCC Nursing Home Resident Experience of Care Survey

Genesis Bradford Oaks Center
Genesis Caton Manor Center
Genesis Chesapeake Woods Center
Genesis Corsica Hills Center
Genesis Crescent Cities Center
Genesis Cromwell Center
Genesis Doctors Community Rehabilitation and Patient Care *formerly dba Genesis Magnolia Center*
Genesis Franklin Woods Genesis
Glade Valley Center Genesis
Hammonds Lane Center Genesis
Heritage Center
Genesis Larkin Chase Center
Genesis Layhill Center
Genesis Loch Raven Center
Genesis Long Green Center
Genesis Multi Medical Center
Genesis Patapsco Valley Center
Genesis Pines
Genesis PowerBack Rehabilitation at Brightwood
Genesis Salisbury Rehabilitation & Nursing Center
Genesis Severna Park Center
Genesis Shady Grove Center
Genesis Spa Creek Center
Genesis Waldorf Center
Genesis Woodside Center
Glen Burnie Health and Rehabilitation Center
Golden Living Center - Westminster
Good Samaritan Nursing Home
Hebrew Home at Greater Washington
Heritage Harbour Health and Rehabilitation Center
Herman M. Wilson Health Care Center
Hillhaven Nursing Home
Integrace Fairhaven
Julia Manor Health Care Center
Keswick Multi-Care Center
Laurelwood Care Center at Elkton
Levindale Hebrew Geriatric Center and Hospital
Lorien - Bel Air
Lorien - Bulle Rock
Lorien - Columbia
Lorien - Elkridge
Lorien - Mays Chapel

Lorien - Mt. Airy
Lorien - Riverside Nursing and Rehabilitation Center
Lorien - Taneytown
Manor Care Health Services - Adelphi
Manor Care Health Services - Bethesda
Manor Care Health Services - Chevy Chase
Manor Care Health Services - Hyattsville
Manor Care Health Services - Largo
Manor Care Health Services - Potomac
Manor Care Health Services - Roland Park
Manor Care Health Services - Rossville
Manor Care Health Services - Ruxton
Manor Care Health Services - Silver Spring
Manor Care Health Services - Towson
Manor Care Health Services - Wheaton
Manor Care Health Services - Woodbridge Valley
MedStar Good Samaritan Hospital Transitional Care Unit
MedStar Southern Maryland Sub Acute Unit *(beds delicensed 2016)*
Mercy Medical Center Transitional Care Services
Mid-Atlantic of Cumberland LLC *dba Allegany Health Nursing and Rehabilitation*
Mid-Atlantic of Fairfield *dba Fairfield Nursing Home*
Montgomery Village Health Care Center
NMS Hyattsville
North Arundel Health and Rehabilitation Center
Northampton Manor Nursing and Rehabilitation Center
Northwest Hospital Center - Sub Acute Unit
Oak Crest Village Renaissance Gardens
Oakwood Care Center
Ravenwood Lutheran Village Nursing Center
Renaissance Gardens at Charlestown
Renaissance Gardens at Riderwood Village
Riverview Rehabilitation and Health Center
Sanctuary at Holy Cross
St. Mary's Nursing Center
Stella Maris
Summit Park Health and Rehabilitation Center
Village at Rockville
Williamsport Nursing Home

2015 Maryland Nursing Facility Short Stay Resident Survey

Statewide Report

Maryland Health Care Commission
4160 Patterson Avenue
Baltimore, MD 21215

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

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. In 2010 the MHCC expanded the initiative to collect information about the experience of nursing home residents with a short stay in the nursing home. In collaboration with the Agency for Healthcare Research and Quality (AHRQ) Consumer Assessment of Healthcare Providers and Systems (CAHPS) team, a short stay resident experience of care survey was introduced. The project's specific objectives are to provide: (1) measures of short-stay residents' experience and satisfaction; (2) comparisons of experience and satisfaction measures between nursing facilities in Maryland; and (3) comparisons between nursing home peer groups.

Survey results from a Short Stay pilot were sent to facilities in 2010 and the survey process was repeated again in 2012, 2013, 2014 and 2015. The purpose of this report is to present the survey process and statewide results for 2015. Comparisons to the 2012-2014 survey results are provided where applicable.

The 2015 Maryland Nursing Facility Short Stay Resident Survey results highlights are:

- The 2015 statewide <u>overall rating</u> average was 7.5 out of a possible 10.

- The 2015 statewide rating for the <u>overall care by staff</u> was 7.8 out of a possible 10.

- Statewide, 79% of residents indicated that they <u>would recommend the facility</u> about which they were surveyed.

II. Description of Sample

The Short Stay Resident Survey consisted of 194 nursing facilities in Maryland that had one or more residents with a stay of at least 5 days but less than 100 days. These facilities provided a list of residents who met the length of stay criteria and were discharged alive between December 1, 2014 and March 1, 2015. Out of the 194 eligible facilities, 171 facilities provided a list that had at least one resident who met the eligibility criteria.

It is important to note that nursing home residents with stays of 100 days or longer did not participate in this survey, so the experience and satisfaction of residents with long term nursing care or rehabilitation needs are not captured by the results of the Short Stay Resident Survey.

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

III. Summary of Survey Methods

A total of 171 nursing facilities throughout the state of Maryland submitted a resident list for the Short Stay Resident Survey. Using the exclusion criteria below, programs were developed to identify which residents met the requirement for inclusion in the survey.

- Stay was less than 5 days or greater than 100 days
- Address for resident is incomplete or insufficient for mailing
- Resident was discharged to a nursing home or health care facility
- Resident's address is outside the United States
- Resident is deceased

The list obtained after exclusions became the mailing list used to contact potential respondents. In all, surveys were mailed to 8,403 residents. The first survey packet was mailed on March 27, 2015. A follow-up reminder postcard was sent on April 3, 2015, approximately one week following the initial mailing.

A second survey packet was sent on May 7, 2015 to those who had not yet responded to the survey. Follow-up telephone calls were made to residents from all facilities to maximize the response rates and obtain completed surveys. Follow-up calls began on May 26, 2015 and ended on June 12, 2015. Calls were conducted from 9 AM to 9 PM on weekdays.

A total of 3,407 eligible surveys were received through June 15, 2015 out of 8,403 mailed, resulting in a final response rate of 44% for all facilities. A total of 89% of all surveys were completed by mail and 11% were completed over the telephone. Table A below summarizes the final 2015 Maryland Nursing Facility Short Stay Resident Survey sample.

Table A: 2015 Maryland Nursing Facility Short Stay Resident Survey Sample Summary

	Total Participating Facilities	Total Surveys Mailed	Total Eligible Respondents	Response Rate*
Overall	171	8,403	3,407	44%

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

IV. Description of Survey Instrument

Respondents were asked to complete a survey about their experience and satisfaction with the facility and care provided to them during their stay. The 2015 survey consisted of 52 questions: 39 relating to the stay in the nursing facility, 4 about leaving the nursing home, 2 concerning available assistance for completing the survey, 5 about the demographics of the resident and 2 about the survey itself.

The 2015 survey contained 3 overall measures of satisfaction and a number of items which assessed six domains or aspects of residents' life and care:

1. Facility Environment
2. Care Provided
3. Respect and Communication
4. Autonomy and Personal Choice
5. Activities
6. Transition to Home

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

V. How to Read and Interpret the Results

This report contains tables and charts that display the average statewide ratings for each of the six domains and the three overall measures. The ratings were calculated by adding the rating given by each individual who responded to the question divided by the total number of responses.

Domain level ratings in the report are presented as averages on a scale of 0 to 10. The domain ratings are calculated by averaging the ratings on the 11-point scale (where 0=Worst and 10=Best) across all the valid questions within that domain. The overall experience ratings are also presented as an average on a 0 to 10 scale. The overall recommendation rating is presented as the percentage of respondents recommending the nursing home.

Two types of questions were used throughout the 2015 survey.

- Sixteen of the 43 questions about the facility are rated on a 0 to 10 scale, with 0 being "Worst" and 10 being "Best." For the items rated on a 0 to 10 scale, the ratings represents the average score (i.e., the ratings provided by each respondent are added together then divided by the total number of responses to the question).

- Twenty-seven of the 43 questions about the facility are rated on a "Yes" or "No" scale with some questions also including an option for "Sometimes." While the "Yes" response is typically the affirmative response to a question, certain questions are worded so that a "No" response is the desirable answer. An example of this is Question 22: "When you were in the nursing home, were you bothered by noise during the day?" In this case, the percentage of "No" responses is reported. The Appendix has a table with all "Yes," "No" or "Sometimes" responses broken out for those questions.

It is important to consider the distribution of "Yes," "No" and "Sometimes" responses. A "Sometimes" response can have different meanings. For example, Question 31 asks: "When you were in the nursing home, was there a pitcher of water or something to drink where you could reach it by yourself?" A "Yes" response to this question is a positive response. A "Sometimes" response to this question, while not optimal, is better than a "No" response.

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

In section VI that follows, the bar graphs and tables show the 2012-2015 statewide scores. To assist in understanding the results, this report also includes tests of statistically significant differences. These tests are designed to help determine if the statewide score has significantly increased or decreased over the past year, and to determine how the statewide scores compare to peer group scores. This statistic is displayed under the column heading "Significant Difference" or "Diff" in the tables. Areas where the 2015 statewide score is significantly higher than in previous years will contain an up arrow (↑). Areas where the statewide score is significantly lower will contain a down arrow (↓). Significant differences are also noted in tables with an up arrow (↑) when the peer group score is significantly higher than the state; or a down arrow (↓) when the peer group is significantly lower. Comparisons are made using 95% confidence intervals.

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

VI. Domain Ratings

Table 1 shows the statewide domain scores for the years 2012-2015; this allows the six domains to be directly compared to each other across multiple years of survey administration. Results for 2012-2015 are shown in Figure 1. Items rated on a scale of 0-10; higher scores are better.
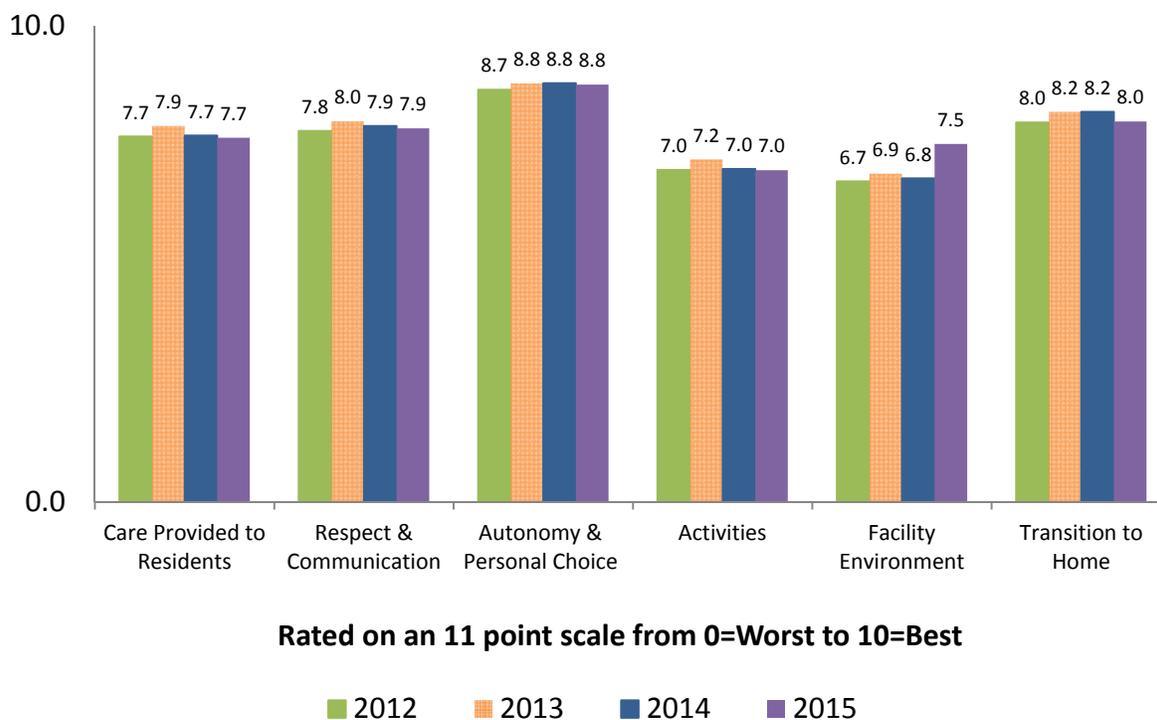
Figure 1. 2012-2015 Statewide Domain Scores

Rated on an 11 point scale from 0=Worst to 10=Best

2012   2013   2014   2015

Table 1. 2012-2015 Statewide Domain Scores

DOMAIN	2012	2013	2014	2015	Significant Difference
Care Provided to Residents	7.7	7.9	7.7	**7.7**	↓ from 2013
Respect & Communication	7.8	8.0	7.9	**7.9**	↓ from 2013
Autonomy & Personal Choice	8.7	8.8	8.8	**8.8**	
Activities	7.0	7.2	7.0	**7.0**	
Facility Environment	6.7	6.9	6.8	**7.5**	↑ from 2014
Transition to Home	8.0	8.2	8.2	**8.0**	

An up arrow (↑) indicates that the 2015 statewide score is statistically significantly higher than in previous years (at 95% confidence). A down arrow (↓) indicates that the 2015 statewide score is significantly lower compared to previous years. Blank cells indicate no difference.

Figure 2. 2015 Domain Scores by Peer Group

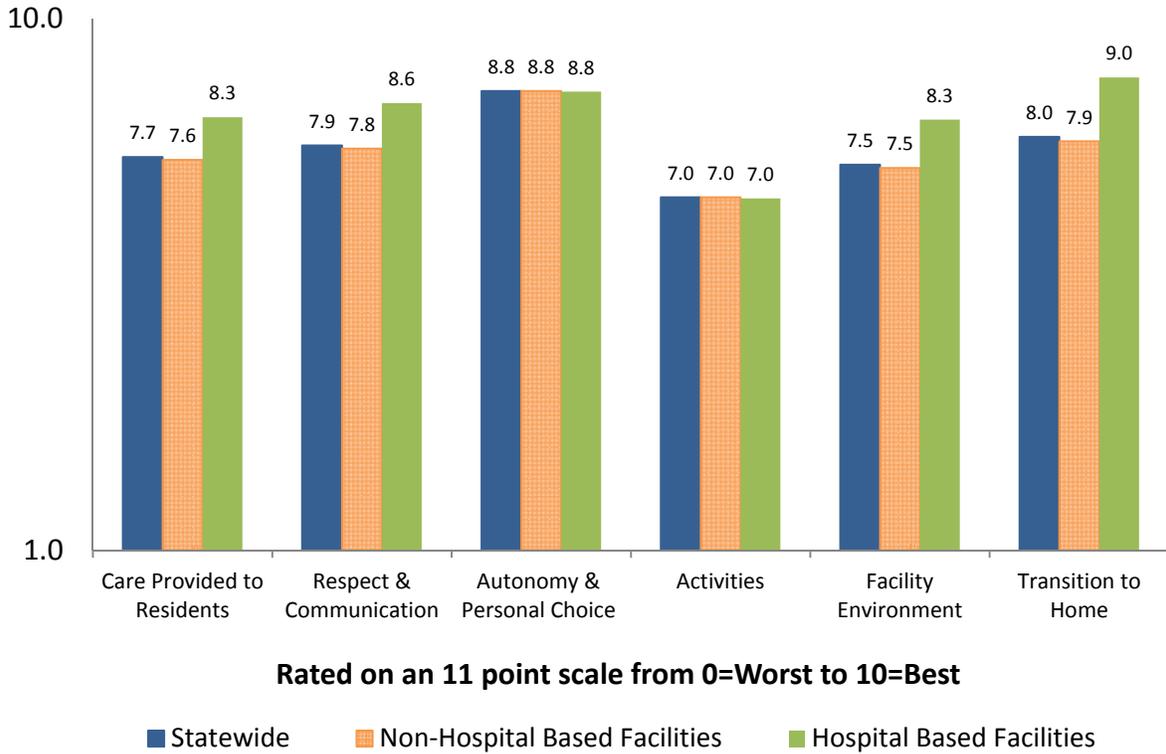Items rated on a scale of 0-10; higher scores are better.

Rated on an 11 point scale from 0=Worst to 10=Best

■ Statewide   ■ Non-Hospital Based Facilities   ■ Hospital Based Facilities

Table 2. 2015 Domain Scores by Peer Group

DOMAIN	Statewide	Non-Hospital Based Facilities		Hospital Based Facilities	
	Score	Score	Diff	Score	Diff
Care Provided to Residents	**7.7**	7.6		8.3	↑
Respect & Communication	**7.9**	7.8		8.6	↑
Autonomy & Personal Choice	**8.8**	8.8		8.8	
Activities	**7.0**	7.0		7.0	
Facility Environment	**7.5**	7.5		8.3	↑
Transition to Home	**8.0**	7.9		9.0	↑

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2015, a down arrow (↓) indicates the peer group score is significantly lower for 2015 (at 95% confidence). Blank cells indicate no difference.

VII. Overall Experience Ratings

Three questions were included in the survey to assess a discharged resident's overall experience and satisfaction with the nursing facility. The first item asked respondents to rate the care they received from the nursing home staff on a scale of 0 to 10 (with "0" being the worst possible care and "10" being the best possible care). Overall ratings were calculated by adding the rating given by each individual who responded to the question divided by the total number of responses.

The second overall experience and satisfaction item asks respondents what number they would use to rate the nursing home on a scale of 0 to 10 (with "0" being the worst possible rating and "10" being the best possible rating). The third overall experience and satisfaction item is the percentage of respondents answering "Definitely Yes" or "Probably Yes" to whether they would recommend the nursing facility.

Table 3 displays the statewide results for the three overall experience questions from 2012-2015; this allows the three overall questions to be compared across multiple years of survey administration. Figure 3 displays results from 2012-2015. Results by peer group for 2015 are included in Table 4 and Figure 4.

As with the individual domains, each overall measure of satisfaction contains comparisons between the state and peer groups. Areas where the 2015 statewide score is significantly higher than in previous years will contain an up arrow (↑). Areas where the statewide score is significantly lower will contain a down arrow (↓). Significant differences are also noted in tables with an up arrow (↑) when the peer group score is significantly higher than the state; or a down arrow (↓) when the peer group is significantly lower. Comparisons are made using 95% confidence intervals.

Figure 3. 2012-2015 Statewide Overall Ratings

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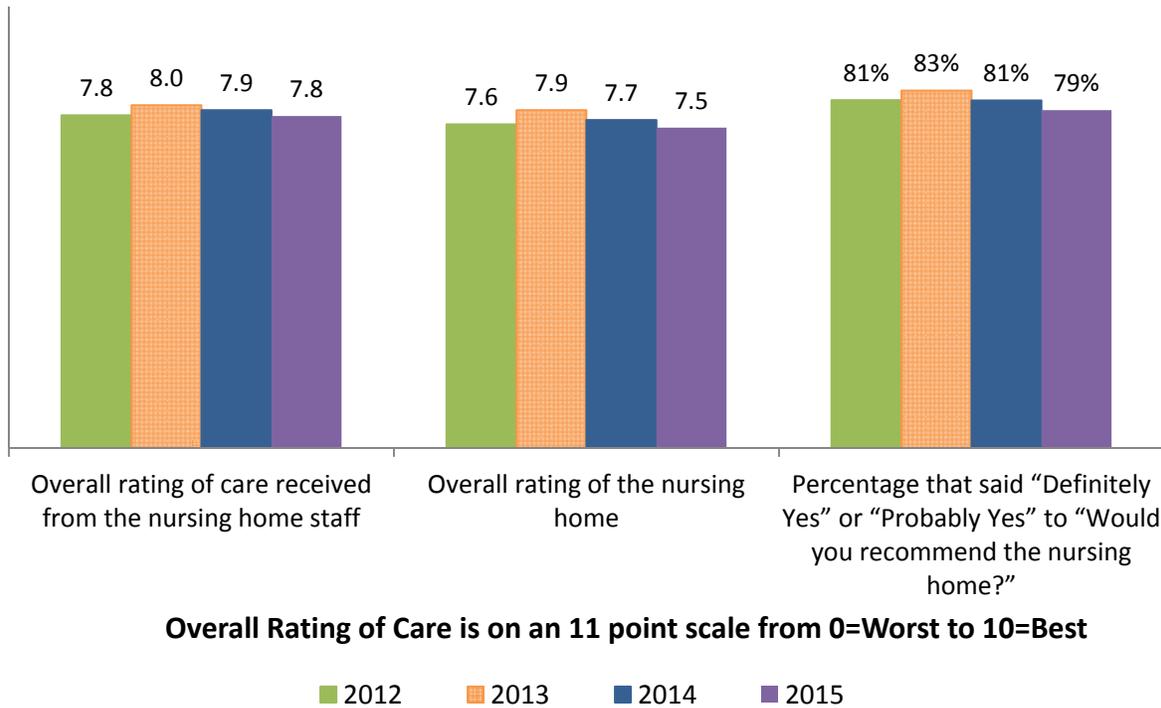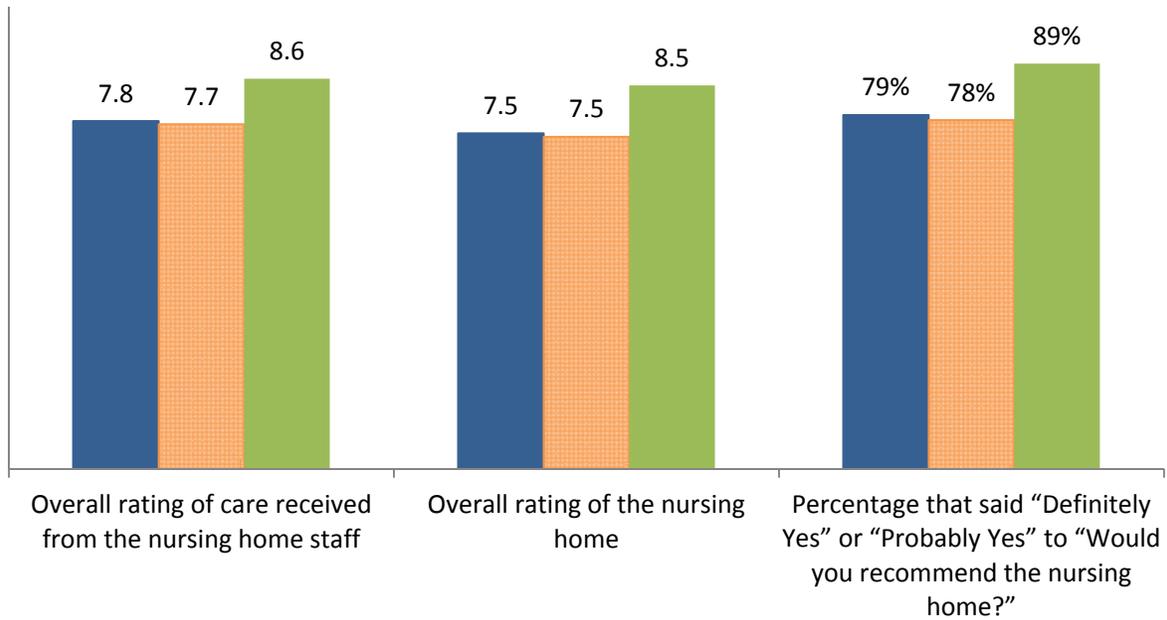

Overall Rating of Care is on an 11 point scale from 0=Worst to 10=Best

■ 2012 ▦ 2013 ■ 2014 ■ 2015

Table 3. 2012-2015 Statewide Overall Ratings

	2012	2013	2014	2015	Significant Difference
Overall rating of care received from the nursing home staff	7.8	8.0	7.9	**7.8**	↓ from 2013
Overall rating of the nursing home	7.6	7.9	7.7	**7.5**	↓ from 2013
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	81%	83%	81%	**79%**	↓ from 2014

An up arrow (↑) indicates that the 2015 statewide score is statistically significantly higher than in previous years (at 95% confidence). A down arrow (↓) indicates that the 2015 statewide score is significantly lower compared to previous years. Blank cells indicate no difference.

Figure 4. 2015 Overall Ratings by Peer Group

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

Overall Rating of Care is on an 11 point scale from 0=Worst to 10=Best

■ Statewide   ▦ Non-Hospital Based Facilities   ■ Hospital Based Facilities

Table 4. 2015 Overall Ratings by Peer Group

	Statewide	Non-Hospital Based Facilities		Hospital Based Facilities	
	Score	Score	Diff	Score	Diff
Overall rating of care received from the nursing home staff	**7.8**	7.7		8.6	↑
Overall rating of the nursing home	**7.5**	7.5		8.5	↑
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	**79%**	78%		89%	↑

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2015, a down arrow (↓) indicates the peer group score is significantly lower for 2015 (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 six domain scores. Questions were evaluated using either an 11-point scale (0 meaning "Worst" to 10 meaning "Best") or as Yes/No or Yes/Sometimes/No options. In addition, there were three 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 0 to 10.

- 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.

- Respondents 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 year. For purposes of comparison, Table B includes the 2014 and 2015 statewide scores, while Table C displays the 2015 statewide scores along with results for two peer group comparisons (Non-Hospital Based Facilities and Hospital Based Facilities).

Included in the tables is a column labeled "Diff," which provides comparisons between the 2014 and 2015 statewide scores, as well as the statewide score compared to the peer groups for 2015. As with the domain and overall satisfaction measures, differences in the item level scores are noted with an up arrow (↑) when the comparison group is significantly higher (at 95% confidence) and a down arrow (↓) when it is 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].

Please note that questions in italics are ones that were used in the domain calculations.

---

[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. Statewide Item Level Scores by Year

Question	Statewide Score		
	2015	**2014**	**Diff**
Overall Care			
Q17: Overall, what number would you use to rate the care you got from the nursing home staff?	7.8	7.9	
Q20: Overall, what number would you use to rate the nursing home?	7.5	7.7	
Q39: Would you recommend the nursing home to others? (% Yes)**	79%	81%	↓
Care Provided			
Q8. Thinking about when you were in the nursing home, what number would you use to rate how well the medicine to help with aches or pain worked?	7.6	7.6	
Q9. What number would you use to rate how well the nursing home staff helped you when you had pain?	7.6	7.6	
Q10. What number would you use to rate how well the nursing home staff did everything they could to manage your pain?	7.6	7.6	
Q11. What number would you use to rate how quickly the nursing home staff came when you called for help?	6.4	6.6	
Q12. When you were in the nursing home, did the staff help you get dressed, take a shower, or go to the toilet? (% Yes)	74%	75%	
Q13. What number would you use to rate how gentle the nursing home staff were when they helped you?	8.1	8.2	
Q19. Thinking about when you were in the nursing home, what number would you use to rate the special therapy you got?	8.4	8.5	
Q25. When you were in the nursing home, did you visit a doctor for medical care outside the nursing home? (% Yes)	40%	37%	
Q26. When you were in the nursing home, did you visit a doctor for medical care inside the nursing home? (% Yes)	55%	54%	
Q28. When you were in the nursing home, were you ever left sitting or laying in the same position so long that it hurt? (% No)	55%	56%	
Q33. When you were in the nursing home, did the staff make sure you had enough personal privacy when you dressed, took a shower, or bathed? (% Yes)	89%	89%	

Averages are rated on a scale of 0-10. Higher ratings are better.

**Percent "Yes" is a combination of those responding "Probably Yes" and "Definitely Yes."

An up arrow (↑) in the column labeled "Diff" indicates that the 2015 statewide score is statistically significantly higher compared to the 2014 statewide score; a down arrow (↓) indicates that the 2015 statewide score is significantly lower (at 95% confidence). Blank cells indicate no difference.

Italicized questions are used in the domain score calculations.

Table B. Statewide Item Level Scores by Year (continued)

Question	Statewide Score		
	2015	**2014**	**Diff**
Respect & Communication			
Q14. What number would you use to rate how respectful the nursing home staff were to you?	8.1	8.2	
Q15. What number would you use to rate how well the nursing home staff listened to you?	7.7	7.7	
Q16. What number would you use to rate how well the nursing home staff explained things in a way that was easy to understand?	7.8	7.8	
Autonomy & Personal Choice			
Q34. When you were in the nursing home, could you choose what time you went to bed? (% Yes)	87%	88%	
Q35. When you were in the nursing home, could you choose what clothes you wore? (% Yes)	91%	92%	
Q36. When you were in the nursing home, could you choose what activities you did there? (% Yes)	74%	72%	

Averages are rated on a scale of 0-10. Higher ratings are better.

An up arrow (↑) in the column labeled "Diff" indicates that the 2015 statewide score is statistically significantly higher compared to the 2014 statewide score; a down arrow (↓) indicates that the 2015 statewide score is significantly lower (at 95% confidence). Blank cells indicate no difference.

Italicized questions are used in the domain score calculations.

Table B. Statewide Item Level Scores by Year (continued)

Question	Statewide Score		
	2015	**2014**	**Diff**
Facility Environment			
Q1. What number would you use to rate the food at the nursing home?	6.1	6.0	
Q3. When you ate in the dining room in the nursing home, what number would you use to rate how much you enjoyed mealtimes?	6.9	6.7	
Q4. What number would you use to rate how comfortable the temperature was in the nursing home?	7.3	7.4	
Q5. Think about all the different areas of the nursing home. What number would you use to rate how clean the nursing home was?	7.9	7.9	
Q6. What number would you use to describe how safe and secure you felt in the nursing home?	8.2	8.3	
Q21. When you were in the nursing home, was the area around your room quiet at night? (% Yes)	61%	61%	
Q22. When you were in the nursing home, were you bothered by noise in the nursing home during the day? (% No)	70%	70%	
Q24. When you had visitors in the nursing home, could you find a place to visit in private? (% Yes)	76%	77%	
Q29. When you were in the nursing home, were you able to move your arms to reach things that you wanted? (% Yes)	76%	75%	
Q30. When you were in the nursing home, could you reach the call button by yourself? (% Yes)	88%	88%	
Q31. When you were in the nursing home, was there a pitcher of water or something to drink where you could reach it by yourself? (% Yes)	79%	81%	
Q37. When you were in the nursing home, were there enough organized activities for you to do on the weekends? (% Yes)	55%	55%	
Q38. When you were in the nursing home, were there enough organized activities for you to do during the week? (% Yes)	66%	68%	
Transition to Home			
Q40. Before leaving the nursing home, did the nursing home staff talk with you about whether you would have the help you needed after you left? (% Yes)	84%	86%	
Q41. Before leaving the nursing home, did you get information in writing about what symptoms or health problems to look out for? (% Yes)	71%	73%	
Q42. Before leaving the nursing home, did the nursing home staff tell you what your medicines were for? (% Yes)	79%	82%	↓
Q43. When I left the nursing home, I clearly understood the purpose for taking each of my medications. (% Yes)	86%	87%	

Averages are rated on a scale of 0-10. Higher ratings are better.

An up arrow (↑) in the column labeled "Diff" indicates that the 2015 statewide score is statistically significantly higher compared to the 2014 statewide score; a down arrow (↓) indicates that the 2015 statewide score is significantly lower (at 95% confidence). Blank cells indicate no difference.

Italicized questions are used in the domain score calculations.

Table C. Item Level Scores by Peer Group

Question	Statewide Score 2015	Non-Hospital Based 2015	Non-Hospital Based Diff	Hospital Based 2015	Hospital Based Diff
Overall Care					
Q17: Overall, what number would you use to rate the care you got from the nursing home staff?	7.8	7.7		8.6	↑
Q20: Overall, what number would you use to rate the nursing home?	7.5	7.5		8.5	↑
Q39: Would you recommend the nursing home to others? (% Yes)**	79%	78%		89%	↑
Care Provided					
Q8. Thinking about when you were in the nursing home, what number would you use to rate how well the medicine to help with aches or pain worked?	7.6	7.5		8.1	↑
Q9. What number would you use to rate how well the nursing home staff helped you when you had pain?	7.6	7.5		8.4	↑
Q10. What number would you use to rate how well the nursing home staff did everything they could to manage your pain?	7.6	7.5		8.5	↑
Q11. What number would you use to rate how quickly the nursing home staff came when you called for help?	6.4	6.3		7.6	↑
Q12. When you were in the nursing home, did the staff help you get dressed, take a shower, or go to the toilet? (% Yes)	74%	73%		76%	
Q13. What number would you use to rate how gentle the nursing home staff were when they helped you?	8.1	8.0		8.7	↑
Q19. Thinking about when you were in the nursing home, what number would you use to rate the special therapy you got?	8.4	8.4		8.8	↑
Q25. When you were in the nursing home, did you visit a doctor for medical care outside the nursing home? (% Yes)	40%	42%		14%	↓
Q26. When you were in the nursing home, did you visit a doctor for medical care inside the nursing home? (% Yes)	55%	55%		57%	
Q28. When you were in the nursing home, were you ever left sitting or laying in the same position so long that it hurt? (% No)	55%	54%		76%	↑
Q33. When you were in the nursing home, did the staff make sure you had enough personal privacy when you dressed, took a shower, or bathed? (% Yes)	89%	89%		91%	

Averages are rated on a scale of 0-10. Higher ratings are better.

**Percent "Yes" is a combination of those responding "Probably Yes" and "Definitely Yes."

An up arrow (↑) in the column labeled "Diff" indicates that the 2015 peer group score is significantly higher than the 2015 statewide score, a down arrow (↓) indicates that the 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. Item Level Scores by Peer Group (continued)

Question	Statewide Score 2015	Type of Facility Non-Hospital Based 2015	Diff	Hospital Based 2015	Diff
Respect & Communication					
Q14. What number would you use to rate how respectful the nursing home staff were to you?	8.1	8.1		8.6	↑
Q15. What number would you use to rate how well the nursing home staff listened to you?	7.7	7.6		8.5	↑
Q16. What number would you use to rate how well the nursing home staff explained things in a way that was easy to understand?	7.8	7.7		8.6	↑
Autonomy & Personal Choice					
Q34. When you were in the nursing home, could you choose what time you went to bed? (% Yes)	87%	86%		92%	
Q35. When you were in the nursing home, could you choose what clothes you wore? (% Yes)	91%	90%		93%	
Q36. When you were in the nursing home, could you choose what activities you did there? (% Yes)	74%	75%		69%	

Averages are rated on a scale of 0-10. Higher ratings are better.

An up arrow (↑) in the column labeled "Diff" indicates that the 2015 peer group score is significantly higher than the 2015 statewide score, a down arrow (↓) indicates that the 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. Item Level Scores by Peer Group (continued)

Question	Statewide Score 2015	Type of Facility			
		Non-Hospital Based		Hospital Based	
		2015	Diff	2015	Diff
Facility Environment					
Q1. What number would you use to rate the food at the nursing home?	6.1	6.0		6.8	↑
Q3. When you ate in the dining room in the nursing home, what number would you use to rate how much you enjoyed mealtimes?	6.9	6.9		7.2	
Q4. What number would you use to rate how comfortable the temperature was in the nursing home?	7.3	7.3		7.8	↑
Q5. Think about all the different areas of the nursing home. What number would you use to rate how clean the nursing home was?	7.9	7.9		8.3	↑
Q6. What number would you use to describe how safe and secure you felt in the nursing home?	8.2	8.1		9.0	↑
Q21. When you were in the nursing home, was the area around your room quiet at night? (% Yes)	61%	60%		73%	↑
Q22. When you were in the nursing home, were you bothered by noise in the nursing home during the day? (% No)	70%	70%		80%	↑
Q24. When you had visitors in the nursing home, could you find a place to visit in private? (% Yes)	76%	75%		84%	↑
Q29. When you were in the nursing home, were you able to move your arms to reach things that you wanted? (% Yes)	76%	76%		82%	
Q30. When you were in the nursing home, could you reach the call button by yourself? (% Yes)	88%	87%		92%	
Q31. When you were in the nursing home, was there a pitcher of water or something to drink where you could reach it by yourself? (% Yes)	79%	78%		87%	↑
Q37. When you were in the nursing home, were there enough organized activities for you to do on the weekends? (% Yes)	55%	55%		54%	
Q38. When you were in the nursing home, were there enough organized activities for you to do during the week? (% Yes)	66%	65%		72%	
Transition to Home					
Q40. Before leaving the nursing home, did the nursing home staff talk with you about whether you would have the help you needed after you left? (% Yes)	84%	83%		93%	↑
Q41. Before leaving the nursing home, did you get information in writing about what symptoms or health problems to look out for? (% Yes)	71%	70%		86%	↑
Q42. Before leaving the nursing home, did the nursing home staff tell you what your medicines were for? (% Yes)	79%	78%		89%	↑
Q43. When I left the nursing home, I clearly understood the purpose for taking each of my medications. (% Yes)	86%	85%		92%	↑

Averages are rated on a scale of 0-10. Higher ratings are better.

An up arrow (↑) in the column labeled "Diff" indicates that the 2015 peer group score is significantly higher than the 2015 statewide score, a down arrow (↓) indicates that the 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.

Appendix: Summary of Results for Yes/Sometimes/No Survey Items

2015 Statewide Results for questions with "Yes," "Sometimes" and "No" Responses

Question	Yes	Sometimes	No
Q21. When you were in the nursing home, was the area around your room quiet at night?	61%	26%	13%
Q22. When you were in the nursing home, were you bothered by noise in the nursing home during the day?	13%	17%	70%
Q24. When you had visitors in the nursing home, could you find a place to visit in private?	76%	10%	14%
Q25. When you were in the nursing home, did you visit a doctor for medical care outside the nursing home?	40%	2%	58%
Q26. When you were in the nursing home, did you visit a doctor for medical care inside the nursing home?	55%	5%	40%
Q28. When you were in the nursing home, were you ever left sitting or laying in the same position so long that it hurt?	25%	20%	55%
Q29. When you were in the nursing home, were you able to move your arms to reach things that you wanted?	76%	18%	6%
Q30. When you were in the nursing home, could you reach the call button by yourself?	88%	11%	1%
Q31. When you were in the nursing home, was there a pitcher of water or something to drink where you could reach it by yourself?	79%	15%	6%
Q33. When you were in the nursing home, did the staff make sure you had enough personal privacy when you dressed, took a shower, or bathed?	89%	8%	2%
Q34. When you were in the nursing home, could you choose what time you went to bed?	87%	7%	6%
Q35. When you were in the nursing home, could you choose what clothes you wore?	91%	4%	5%
Q36. When you were in the nursing home, could you choose what activities you did there?	74%	12%	14%
Q37. When you were in the nursing home, were there enough organized activities for you to do on the weekends?	55%	20%	25%
Q38. When you were in the nursing home, were there enough organized activities for you to do during the week?	66%	17%	17%

For the survey questions shown above, respondents could choose "Yes," "No," or "Sometimes" as a response. A "Sometimes" response can have different meanings. For example, Question 31 asks: "When you were in the nursing home, was there a pitcher of water or something to drink where you could reach it by yourself?" A "Yes" response to this question is a positive response. A "Sometimes" response to this question, while not optimal, is better than a "No" response. This appendix summarizes the statewide results for each of the 15 "Yes," "No," or "Sometimes" survey questions (Questions 21, 22, 24–26, 28-31 and 33–38).