



2024 Nursing Home Family Experience of Care Survey Results

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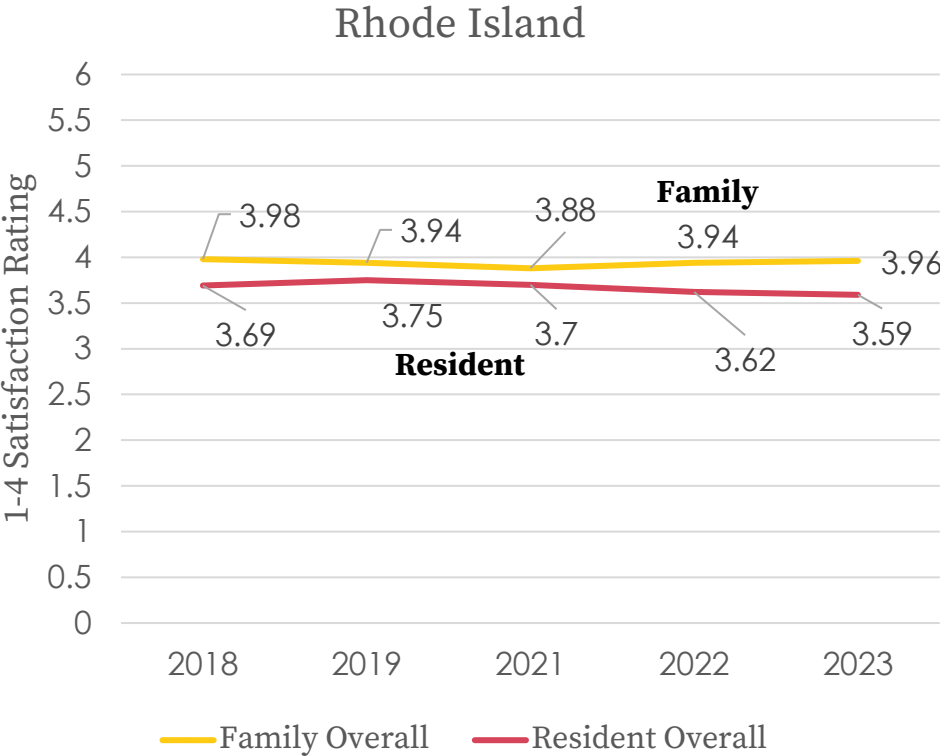


Nursing Home Satisfaction

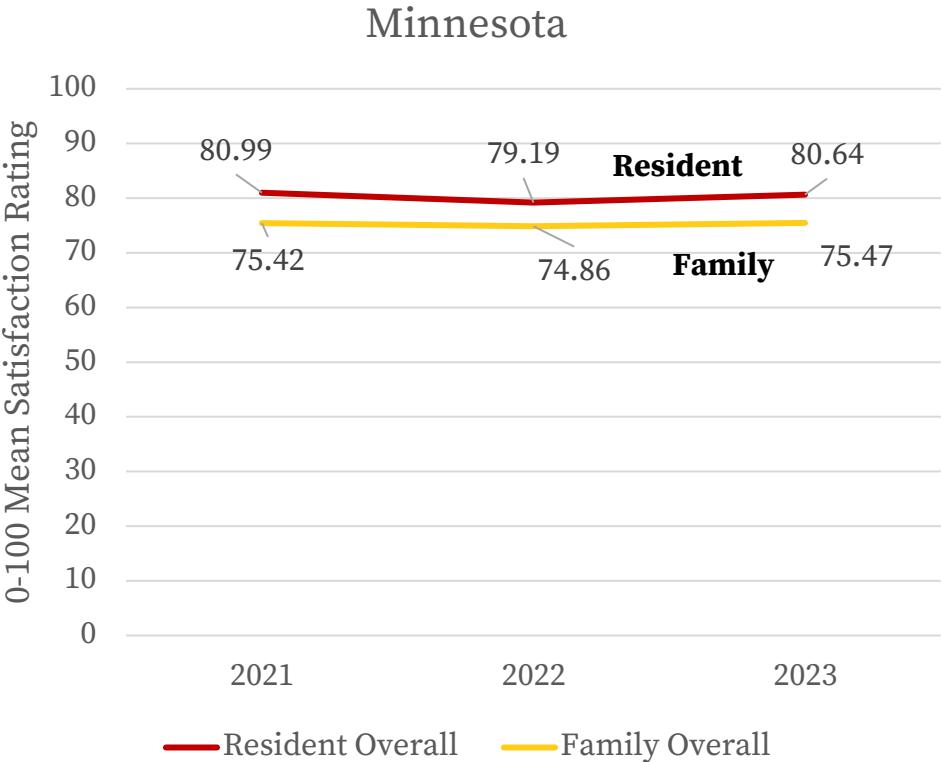
- ▶ What is satisfaction? (Vassimon-Barroso et al., 2021)
 - ▶ Higher quality of life
 - ▶ An environment that promotes social interaction between residents, caregivers, and relatives
 - ▶ Safe, quality, individualized care
- ▶ People want to know what others think about the nursing homes they or their loved ones are living in (Hefele et al., 2016)
- ▶ MHCC 2021 results published by UMBC researchers (Kusmaul, Millar, Diehl, & Stockwell, 2024) showed higher satisfaction associated with higher CMS star ratings
- ▶ A recent study showed an association between Ohio nursing home satisfaction scores and higher CMS overall, staff, and inspection star ratings but no association with quality star (Kwon & Bowblis, 2024)
 - ▶ Our in-house correlation results have been similar
- ▶ Only 5 states mandate a NH satisfaction survey
 - ▶ Maryland
 - ▶ Minnesota
 - ▶ Rhode Island
 - ▶ Oregon
 - ▶ Mandated as of 2021 but reporting is not ready
 - ▶ Ohio (scale 0-100 with 100 being optimal)
 - ▶ 2018: Family mean 77.8
 - ▶ 2022: Family mean 73.7
 - ▶ 2023: Resident mean 78.7



Nursing Home Satisfaction



Note: Scores can range from 1 to 4, with 4 being optimal.



Note: Mean scores can range from 0 to 100 with 100 being optimal.



Nursing Home Satisfaction: Maryland

- ▶ Under the provisions of Health-General Article §19-135(d), MHCC is required to develop and implement a system to comparatively evaluate the quality of care and performance of nursing facilities on an objective basis.
- ▶ Designed to elicit levels of satisfaction with a loved one's care in a Maryland nursing home
 - ▶ Families of long stay residents only (≥ 100 day stay)
- ▶ Responsible parties (emergency contact) are surveyed
 - ▶ Often is a loved one/family member
 - ▶ Other times it is a friend or neighbor



Satisfaction Survey Annual Results

- ▶ Results are used to evaluate quality of care and performance of Maryland nursing homes
 - ▶ Presented in a consumer-friendly way on the Maryland Quality Reporting site
 - ▶ Scores are one factor in the ...
 - ▶ Maryland Medicaid Pay for Performance Program
 - ▶ MHCC CON reviews
- ▶ The survey is reliable and valid based on traditional statistical and research criteria. These data are provided at the end of the presentation if you are interested in the details.



Survey History

Pilot Test
2005
→

Full Administration
2007
→

Annual since
2008*
→

*Exceptions: 2010, 2011, 2017

Survey Method



- ▶ Spanish-language option
- ▶ 3 modes for response
 - ▶ Online
 - ▶ Phone
 - ▶ On paper/mail in
- ▶ Questions
 - ▶ 37 multiple choice
 - ▶ 1 open-ended
 - ▶ 5 demographic
 - ▶ 6 confirming information about the resident and relationship
- ▶ \$5 online gift card offered for completion
- ▶ Follow up
 - ▶ 1st contact: email if available
 - ▶ 1st/2nd contact: letter with online survey
 - ▶ 2nd/3rd contact: letter with online survey and paper survey
 - ▶ 3rd/4th contact: letter with online survey
 - ▶ 4th/5th contact: phone call



Survey Measures

-
- 7 domains
-
- Staff and Administration of the Nursing Home
-
- Care Provided to Residents
-
- Food and Meals
-
- Autonomy and Resident Rights
-
- Physical Aspects of the Nursing Home
-
- Activities
-
- Security and Resident's Personal Rights
-



Survey Measures

2 Overall
Measures

Overall rating of care received at the nursing home

Percentage who said, “Definitely Yes” or “Probably Yes” to “Would you recommend the nursing home?”

1 Open-
Ended
Measure

What else would you like to share with us about your experiences with this nursing home?



Peer Groups

Region of the State	Licensed Bed Size Counts	Ownership Type	Payment Source
Western Maryland (n=923)	80 or fewer beds (n=568)	Non-Profit (n=1,433)	Medicaid (n=3,798)
Montgomery County (n=806)	81 - 120 beds (n=1,279)	For Profit (n=3,668)	Other (n=1,303)
Southern Maryland (n=754)	121 - 160 beds (n=1,582)		
Central Maryland (n=2,197)	161+ beds (n=1,672)		
Eastern Shore (n=421)			



2024 Sample and Response Mode

Total Participating Facilities	Total Surveys Mailed	Total Surveys Returned -- All Modes	Response Rate
217	17,971	5,101	34%*



Mail	Telephone	Online
2,108	1,336	2,226

*Subtract packets returned as undeliverable by the post office (5,101/[17,971-3,098])



2019-2024 Scoring Trends by Domain

	Staff & Admin	Care Provided to Residents	Food and Meals	Autonomy and Resident Rights	Physical Aspects	Activities	Resident Security and Rights
2019	3.4	3.4	3.0	3.3	3.2	3.0	3.3
2020	3.4	3.3	3.1	3.1	3.2	2.7	3.3
2021	3.3	3.1	3.0	3.1	3.2	2.6	3.1
2022	3.2	3.1	2.9	3.1	3.0	2.7	3.1
2023	3.3	3.2	2.9	3.2	3.1	2.8	3.2
2024	3.3	3.2	2.9	3.2	3.0	2.8	3.2

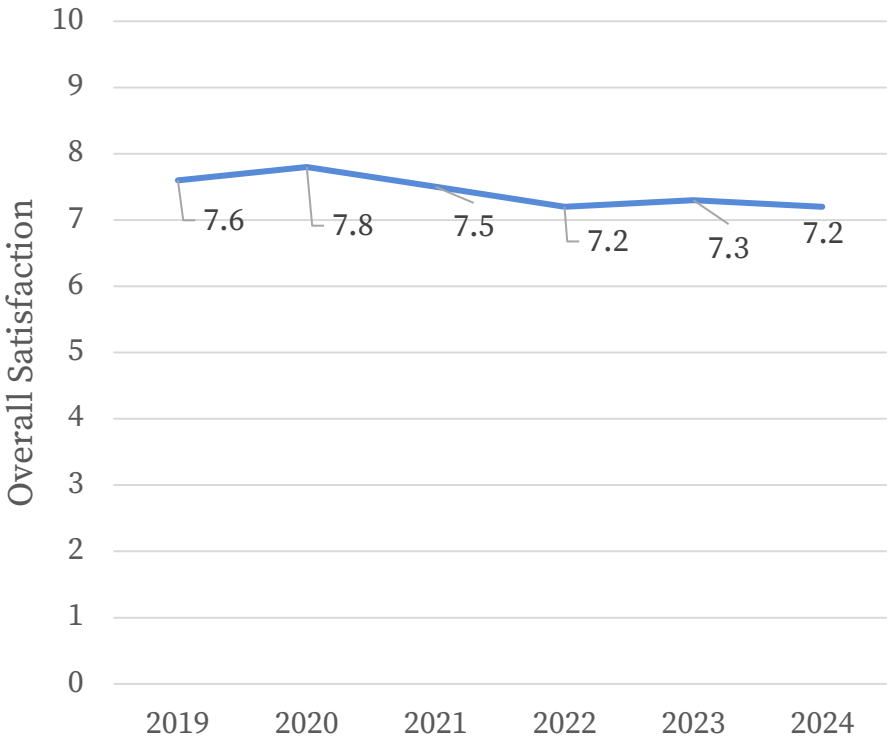
The scale is 1-4. Higher scores are optimal.

*2024 scores are NOT statistically significantly different from 2023 except Physical Aspects.



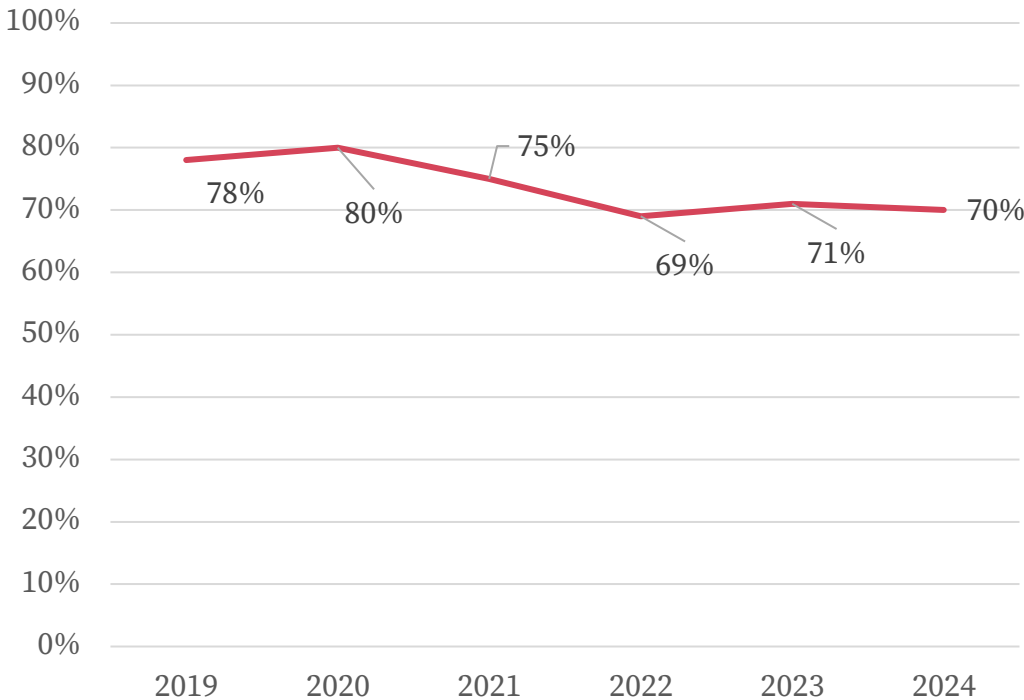
2019-2024 Scoring Trends

Overall Satisfaction with This Nursing Home



The scale is 1-10. Higher scores are optimal.
2024 is statistically significantly different from 2023.

Percent Who Would or Probably Would Recommend This Nursing Home



2024 is NOT statistically significantly different from 2023.



2024 Peer Group Comparisons

For all 7 domains, Overall Rating, and % Recommendation:

Peer groups that consistently perform **HIGHER** than the state average

- ▶ Western Maryland*
- ▶ Homes with ≤ 80 beds*
- ▶ Not-for-profit homes*

Peer groups that consistently perform **LOWER** than the state average

- ▶ Southern Maryland^
 - ▶ Except Physical Aspects#
- ▶ Homes with 121-160 beds^
 - ▶ Except Physical Aspects and Activities#
- ▶ For-profit homes*
 - ▶ Except Food and Meals, Activities, and Physical Aspects#

*Same results 2018-2024

^Same results 2019-2024

#New in 2024

2024 Open Ended Responses



	%
High Staff Turnover, Understaffed	15%
Resident Receives Poor Care	15%
Overall Satisfied, Would Recommend	13%
Staff is Caring, Friendly, Compassionate	13%
Nursing Home is Dirty, Needs Repairs, Smells	11%
Poor Staff Attitude, Rude, Disrespectful	9%
Unhappy with Food, Lacking Healthy Options	8%
Nursing Home Does Not Keep Family Informed, Poor Communication	7%
Personal Items Lost, Stolen, Damaged	6%
Resident is Unkempt, Dirty (No Haircuts, No Showers, Untrimmed Nails)	6%
Resident Receives Great Care	5%
Staff is Professional, Helpful, Responsive	5%

1,750 respondents replied. Percentages do not sum to 100 because only ≥5% are included, and multiple responses were accepted.



Health Disparities

- ▶ Are there differences in satisfaction by race, payment source, or ownership type?
 - ▶ Whites (7.9) were significantly more satisfied than non-whites (7.1).
 - ▶ Those in not-for-profit homes (8.4) were significantly more satisfied than those in for-profit homes (7.1).
 - ▶ No differences in satisfaction levels between those paying with Medicaid versus private insurance

Multivariate analyses. In addition to race, payment source, ownership type, covariates included number of residents in the nursing home, relationship to the resident, length of time in the nursing home, memory problems, gender, age, education of the respondent, region, and whether the facility was part of a chain.



Conclusions

- ▶ There have been no major shifts in satisfaction when examining **individual** satisfaction domains
- ▶ Decline in **overall** satisfaction has been very slight but steady over time but should be monitored going forward
- ▶ Write-in comments have been consistently a mix of positive and negative
- ▶ We will continue to share results with community and nursing homes to encourage improvement



Additional Center Activities

Outreach

- Industry
 - Department of Aging
 - Data shared with nursing homes
 - OHCQ
- Community
 - Data shared on our website
 - Spanish version of survey
 - Online version of survey
 - Offering the survey by phone

Integrating data sources

- To inform our understanding of data patterns
- To identify areas of potential improvement

Increasing awareness

- Social Media
 - Twitter @MHCCMD
 - Facebook @MHCC.MD
 - LinkedIn @Maryland Health Care Commission
- Print and digital ads
- Printed materials
- Educational webinars
- Presence at events/expos
- Engagement with local health and community organizations



Thank you

- ▶ Thank you to Julie Beard for her tireless work on every aspect of this project since its inception.
- ▶ Thank you to Market Decisions for all their work as the contractor on this survey.



Appendix

RELIABILITY AND VALIDITY OF
THE NURSING HOME FAMILY
EXPERIENCE OF CARE SURVEY



Nursing Home Satisfaction

- ▶ Nursing Home Consumer Assessment of Healthcare Providers (NHCAHPS) is
 - ▶ Standardized
 - ▶ Created and tested by experts
 - ▶ Tested by family members of people in nursing homes
 - ▶ Tested nationally
 - ▶ NOT mandated for use in the nursing home industry
- ▶ Maryland participated in the pilot to test NHCAHPS in the mid-2000s.
- ▶ Survey questions used in the 2005 pilot Family Experience of Care Survey were under consideration for the NHCAHPS.
- ▶ The survey is reliable and valid based on traditional statistical and research criteria.



2024 Evidence of Survey Reliability and Representativeness

- ▶ Reliability
 - ▶ The survey has been administered since 2007 and has generated similar results ever since with expected and consistent changes over time.
- ▶ Representativeness
 - ▶ Large sample sizes. In 2024, the sample size was 5,101.
 - ▶ All families are invited to participate. Sampling is not used.
 - ▶ Our response rate of 34% is considered good for this type of survey.
 - ▶ We offer options for survey completion to remain equitable (telephone, paper, and online).
 - ▶ The survey is also available in Spanish.
 - ▶ Respondents are 63% white, 33% Black/African-American
 - ▶ Maryland is 57.2% white and 31.6% Black/African-American
 - ▶ Respondents are 2% Hispanic
 - ▶ Maryland is 12.6% Hispanic



2024 Evidence of Internal Consistency Reliability*

	Cronbach's Alpha	Correlation with Overall Satisfaction[^]
Staff and Administration	0.90	0.81
Care Provided to Residents	0.76	0.77
Food and Meals	0.85	0.64
Activities	0.83	0.56
Autonomy and Resident Rights	0.76	0.69
Physical Aspects of the Nursing Home	0.83	0.75
Security and Resident's Personal Rights	0.80	0.73

*Internal Consistency Reliability-The instrument is consistent among the items and is measuring a single construct.

[^]Statistically significant at $p < .01$.