



2020 Nursing Home Family Experience of Care Survey Follow Up

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Nursing Home Satisfaction

- Evidence shows that people do desire data on consumer satisfaction regarding nursing homes (Gadbois, Tyler, & Mor, 2017; GAO, 2016; Hefele et al., 2016).
- Satisfaction represents a unique dimension of quality for families and residents (Nadash et al., 2019).
 - Families and residents want to contribute to and benefit from satisfaction surveys
- 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.
- Only 4 states mandate a satisfaction survey
 - Rhode Island (2016-2018)—Decreasing
 - Minnesota (2014-2019)—Increasing through 2018, but satisfaction decreased in 2019.
 - Ohio (2016-2018)—Steady

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.
- CMS is proposing to mandate CAHPS administration for Short Stay only
 - We will add that data to our website if and when it is available
- The survey is reliable and valid based on traditional statistical and research criteria. These data are provided on the following 4 slides if you are interested in the details.

Evidence of Validity and Reliability

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 2020, the sample size was 5,455.
- **All families** are invited to participate. Sampling is not used.
 - We consistently achieve a 40-50% response rate which is considered excellent.
 - We offer options for survey completion to remain equitable (telephone, paper, and online).
 - The survey is also available in Spanish.
- Respondents are 60% white, 34% Black/African-American
 - Maryland is 59% white and 31% Black/African-American
- Respondents are 2% Hispanic
 - Maryland is 10% Hispanic

Evidence of Internal Consistency Reliability

	Cronbach's Alpha	Correlation with Overall Satisfaction
Staff and Administration	0.92	0.82
Care Provided to Residents	0.61	0.78
Food and Meals	0.89	0.66
Activities	0.92	0.59
Autonomy and Resident Rights	0.82	0.71
Physical Aspects of the Nursing Home	0.89	0.77
Security and Resident's Personal Rights	0.81	0.75

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

Evidence of Criterion-Related Validity: CMS Star Rating Correlations

	Overall Star	Health Inspection Star	Quality Star	Staffing Star
Activities	0.21	0.20	--	0.15
Security & Safety	0.42	0.36	0.21	0.38
Food & Meals	0.34	0.30	--	0.32
Staff & Admin	0.40	0.35	0.14	0.32
Care Provided	0.33	0.30	0.13	0.33
Autonomy	0.36	0.34	0.15	0.30
Physical Aspects	0.40	0.34	0.19	0.38
Overall Satisfaction	0.45	0.39	0.21	0.39
% Recommend	0.41	0.34	0.22	0.39
COVID Q1	0.30	0.26	--	0.27
COVID Q2	0.37	0.34	0.14	0.27
COVID Q2	0.39	0.34	0.23	0.25

Numbers are the r value (correlation). All are statistically significant, $p \leq .05$.
Criterion-related validity-Validating an instrument against an external criterion.

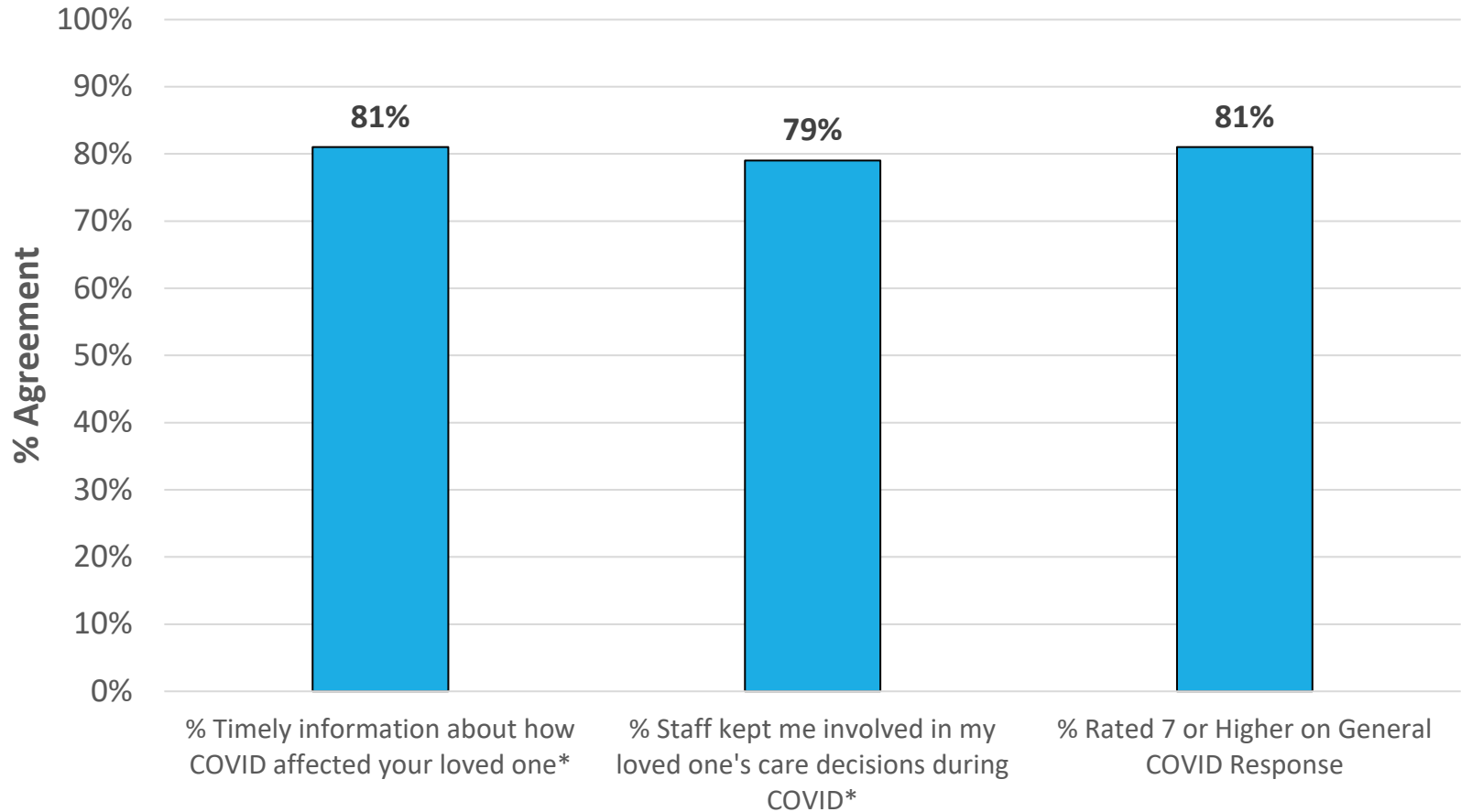
Disparities in Satisfaction

2020 Results by Domain and Two Overall Measures

	Statewide
Staff and Administration of the Nursing Home	3.4
Care Provided to Residents	3.3
Food and Meals	3.1
Autonomy and Resident Rights	3.1
Physical Aspects of the Nursing Home	3.2
Activities	2.7
Security and Resident's Personal Rights	3.3
Overall rating of care received at the nursing home	7.8
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	80%

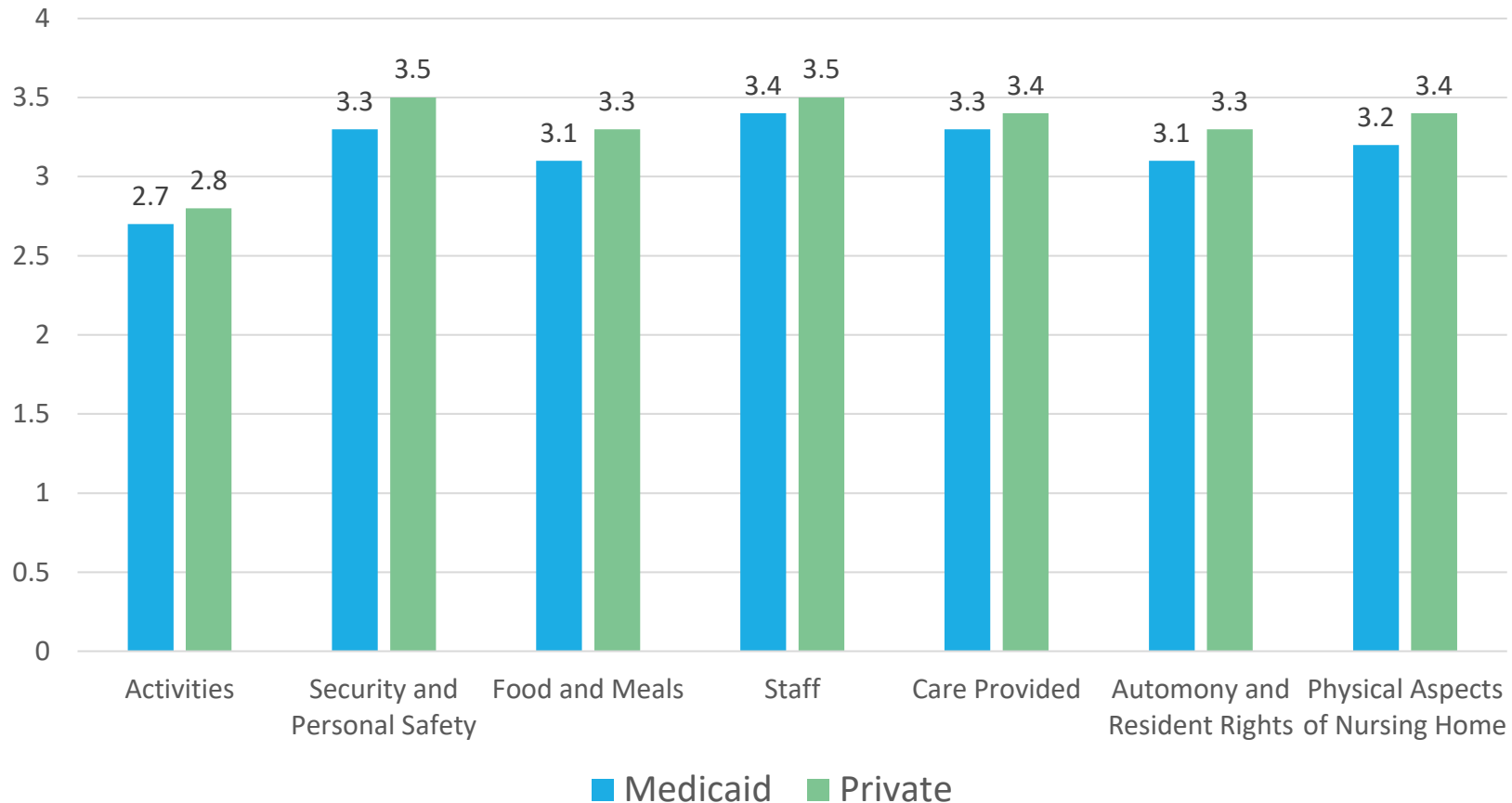
For the 7 domains, the scale is 1-4. For the overall rating, the scale is 1-10. Higher scores are optimal.

2020 COVID-19 Results



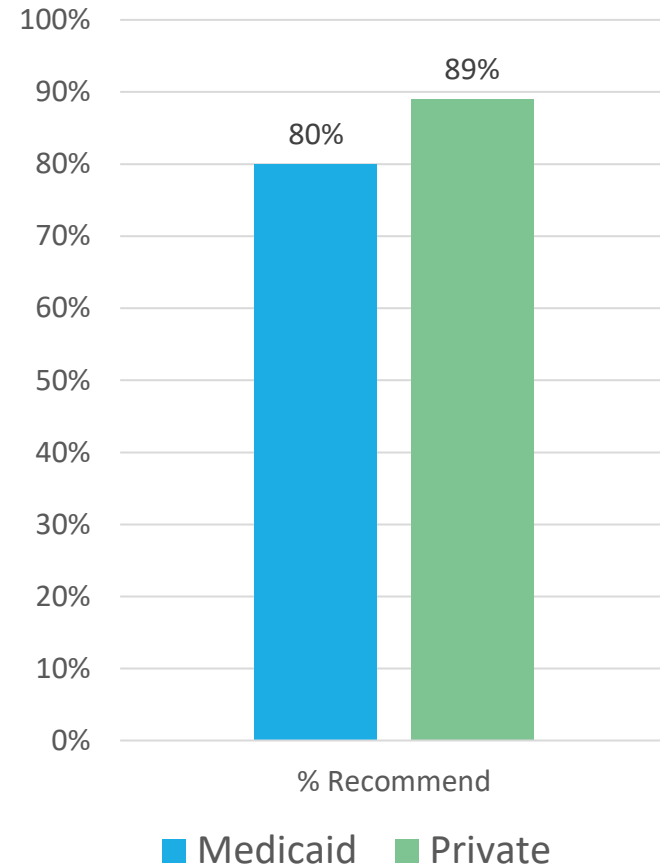
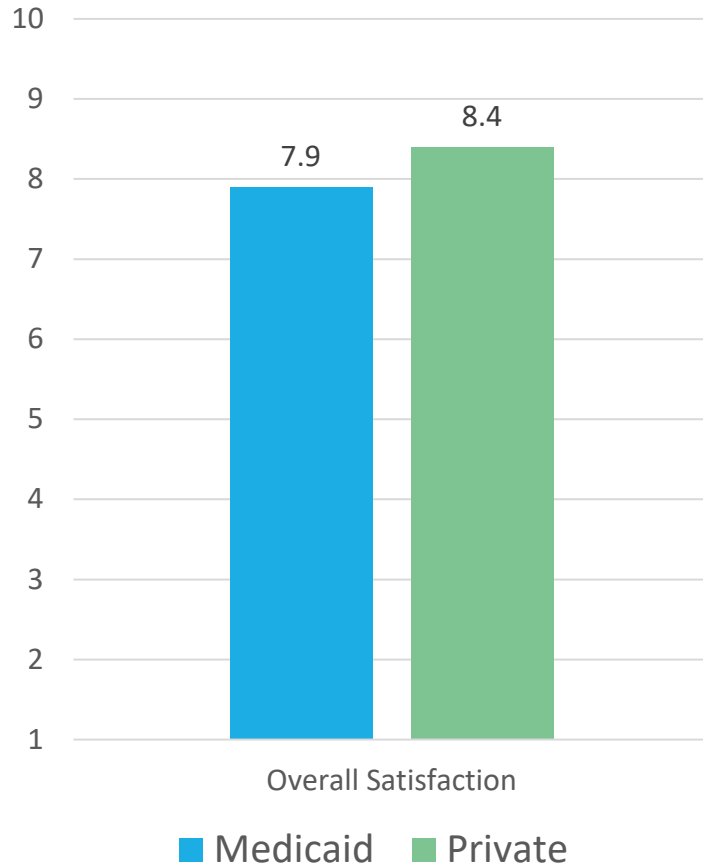
*Percent who said "Always" or "Usually."

Medicaid vs. Private Pay



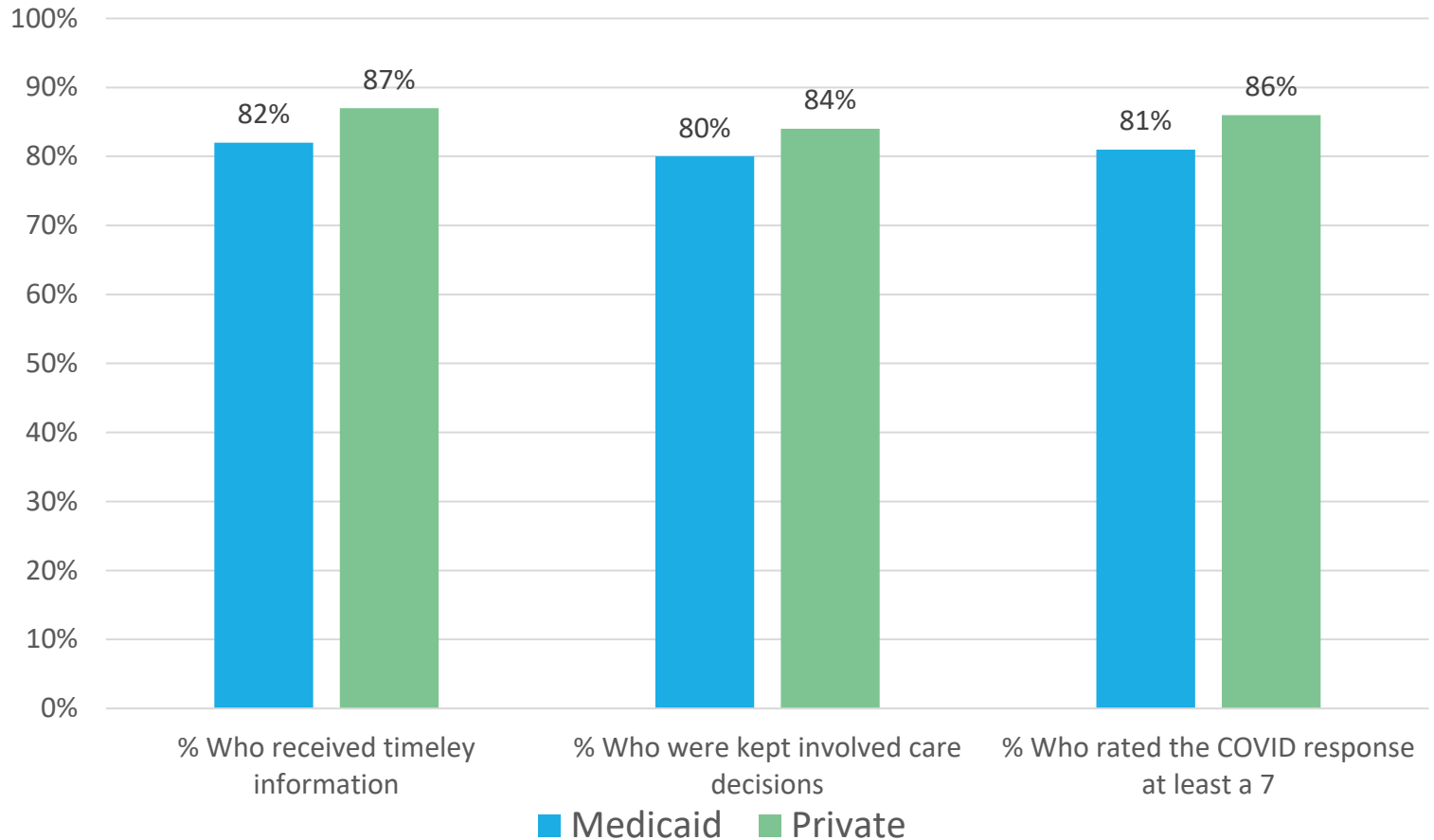
Private pay is statistically significantly more satisfied.

Medicaid vs. Private Pay



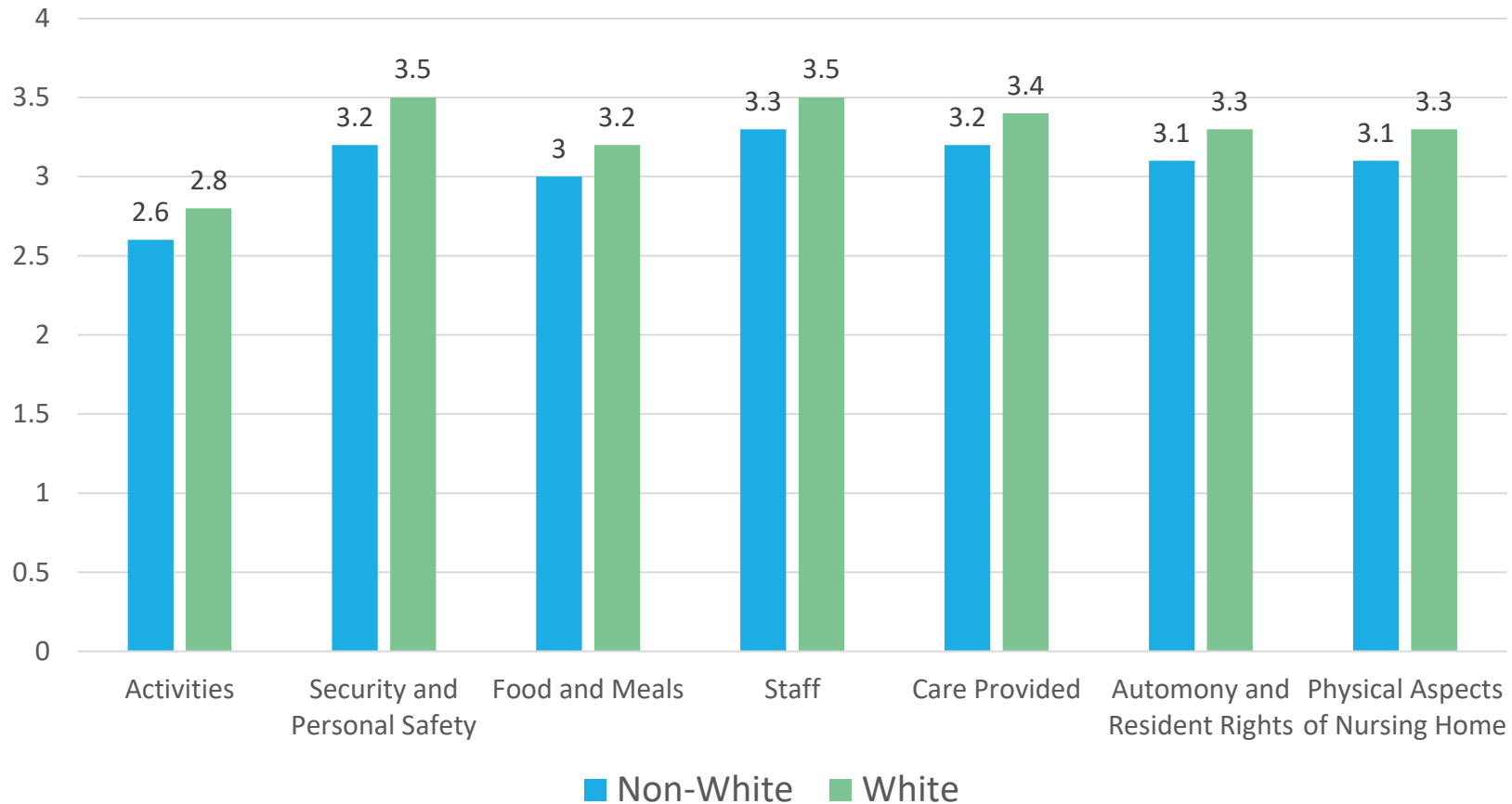
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Medicaid vs. Private Pay



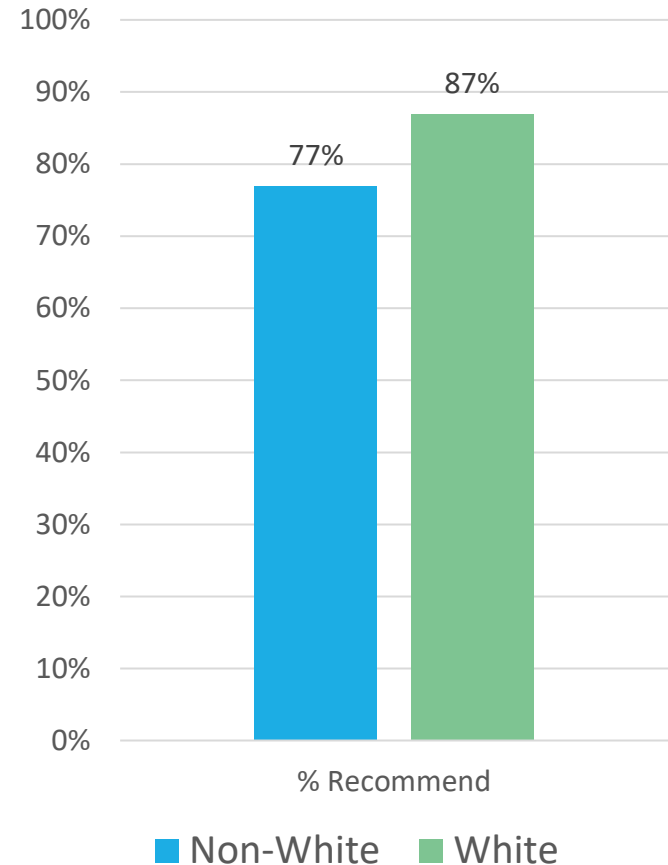
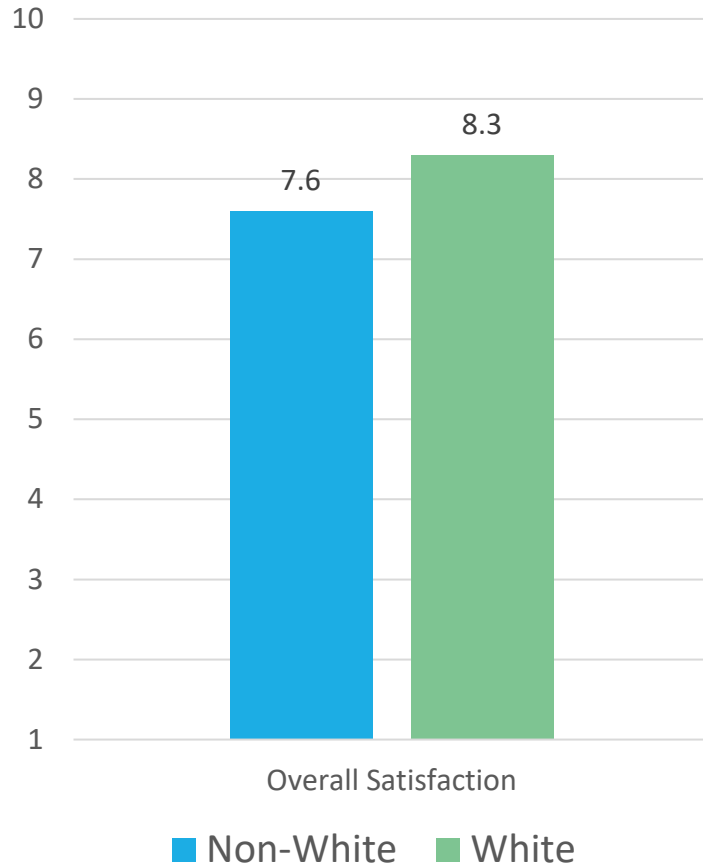
Private pay is statistically significantly more satisfied.

Racial Differences



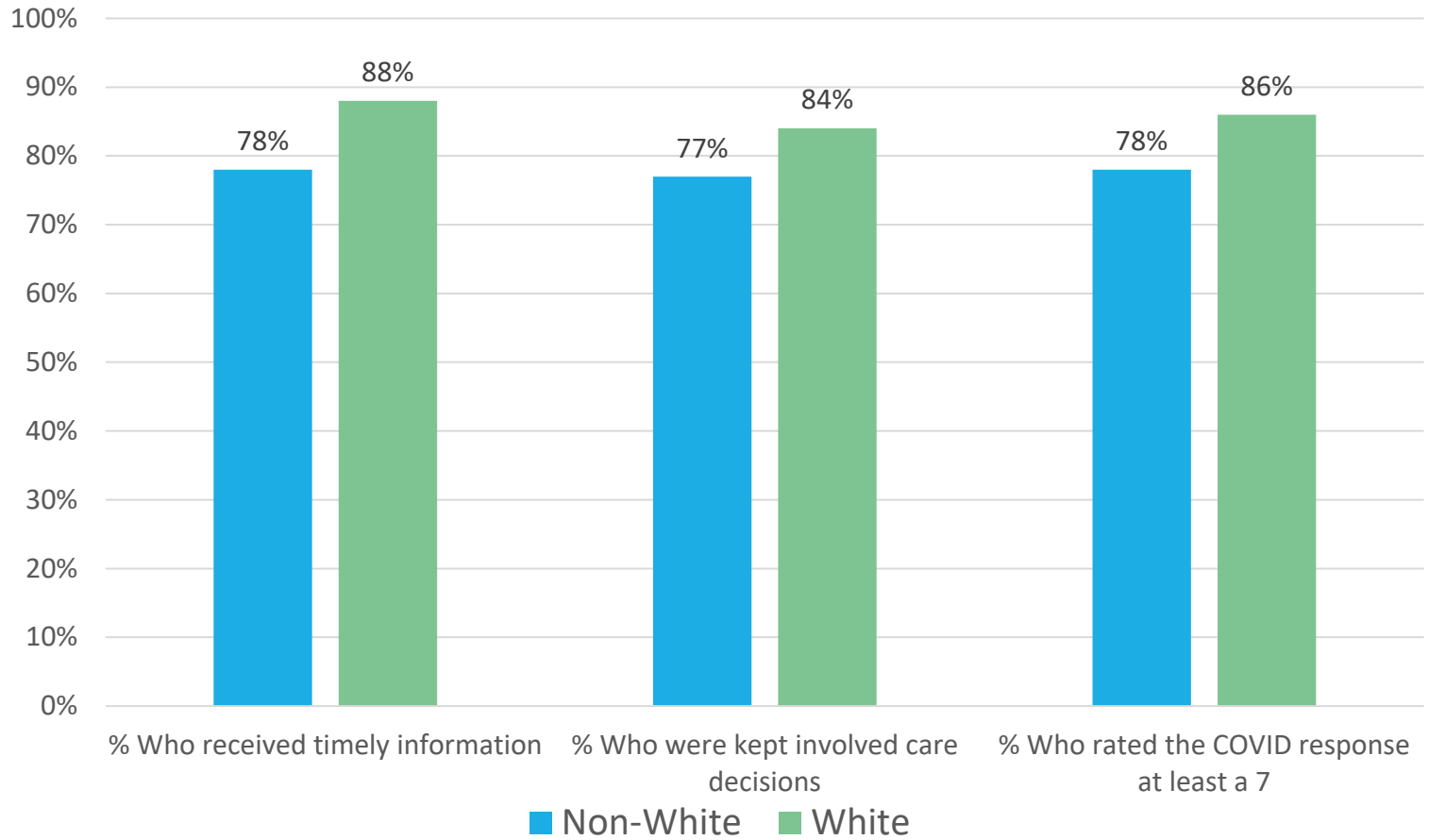
White is statistically significantly more satisfied.

Racial Differences



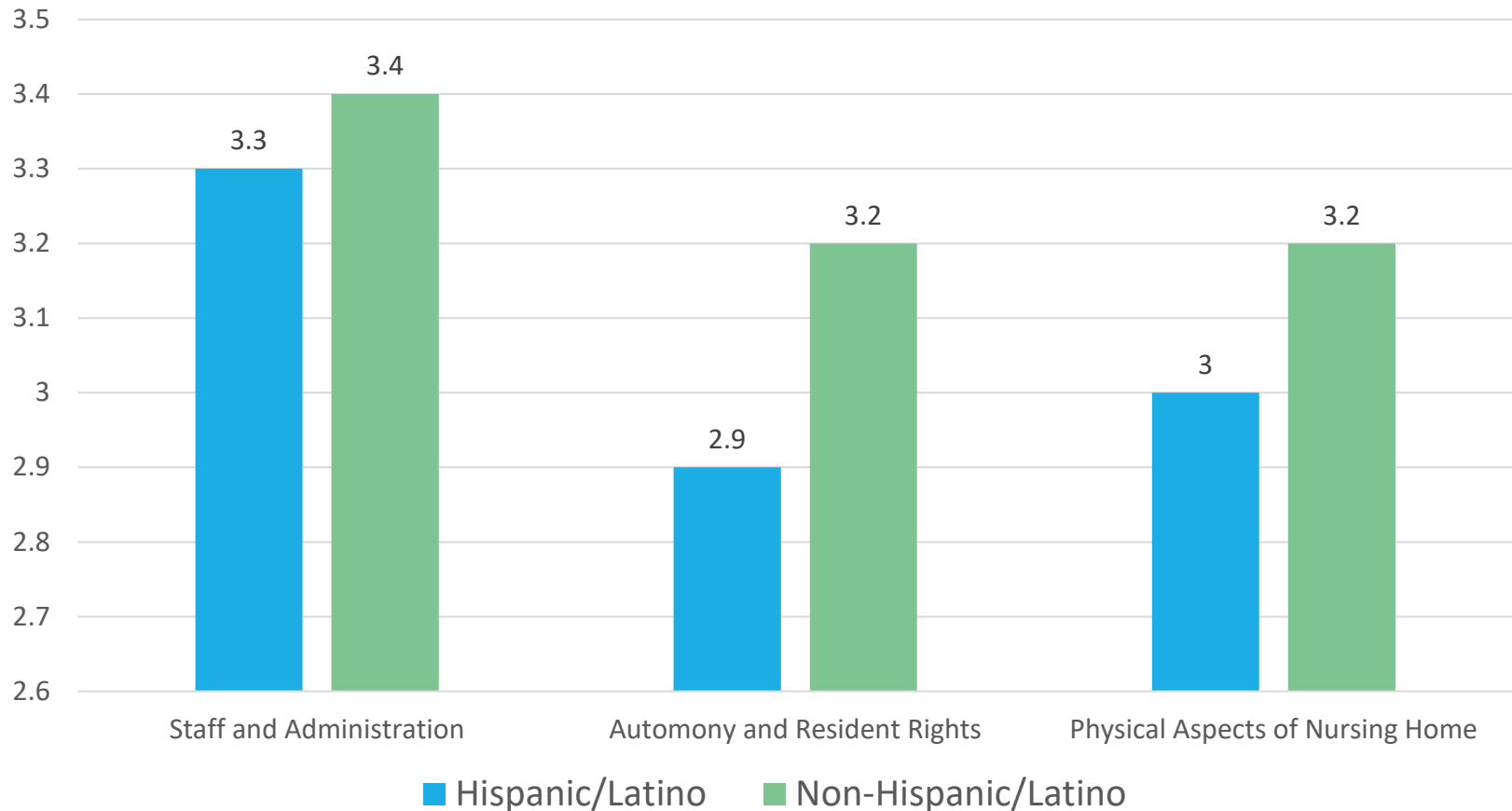
White is statistically significantly more satisfied.

Racial Differences



White is statistically significantly more satisfied.

Ethnic Differences



Non-Hispanic/Latino is statistically significantly more satisfied.
There were no differences on any other measures.

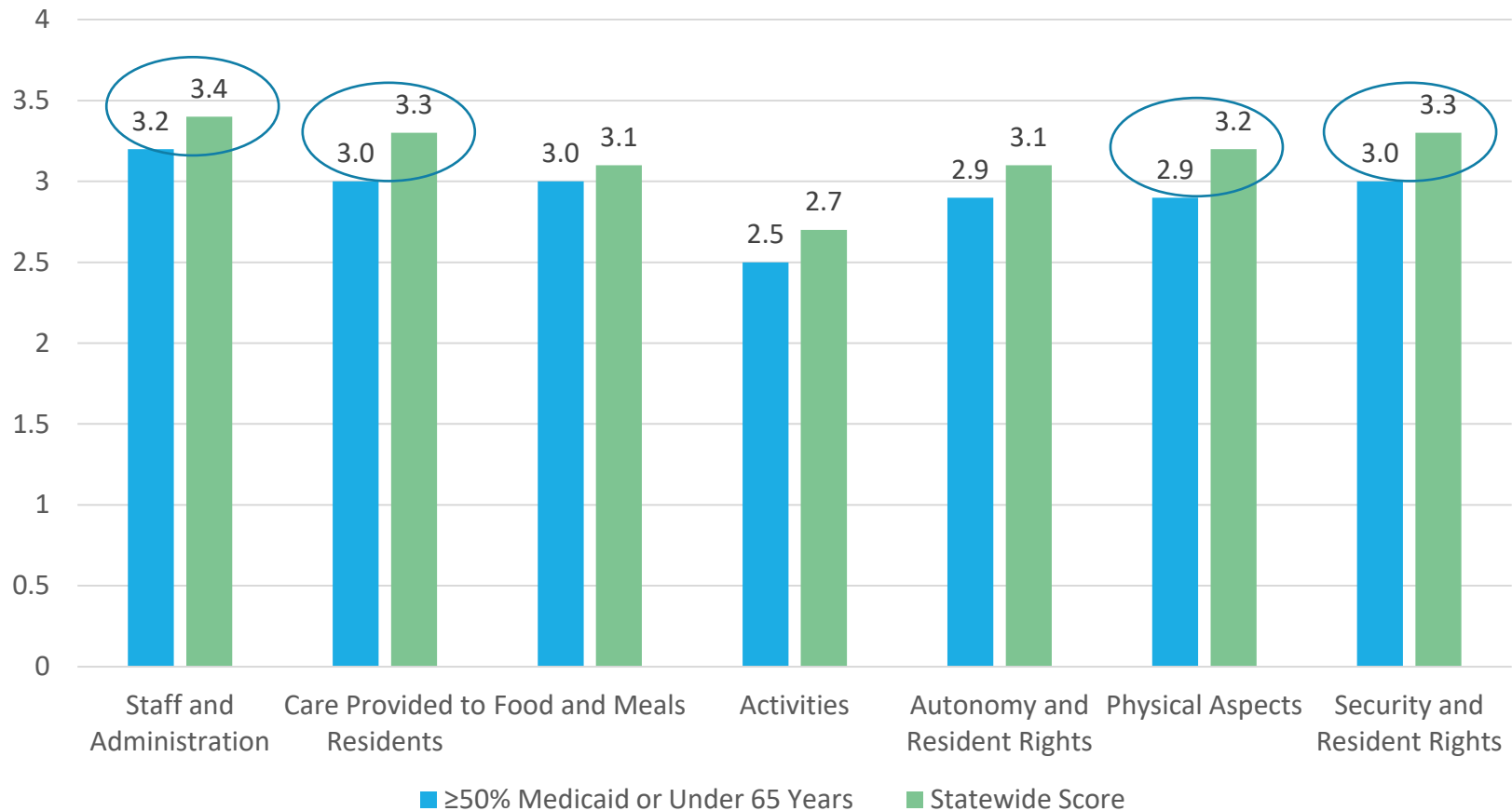
Additional Peer Group

- We calculate and compare multiple peer groups (payer type, region of Maryland, nursing home size, and profit status)
- In 2018, multiple nursing homes expressed frustration that they care for unique populations and that may not be accounted for in the survey.
 - In response, we calculated a new peer group.
 - If homes met either criterion, they were placed in a new peer group. Those criteria were:
 - At least 50% of their residents were younger than 65 years OR
 - At least 50% of their residents used Medicaid
 - Every year approximately 12 nursing home qualify.
 - 11 are the same each year
 - These nursing homes get a specialized report

Additional Peer Group

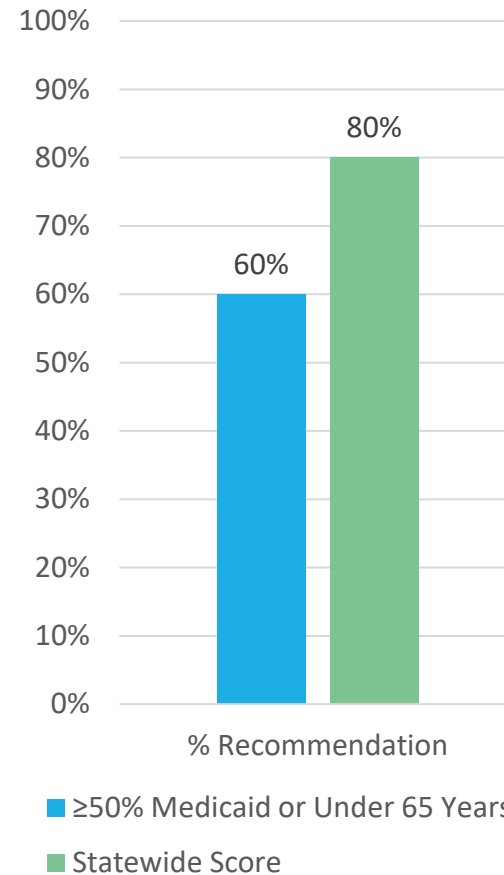
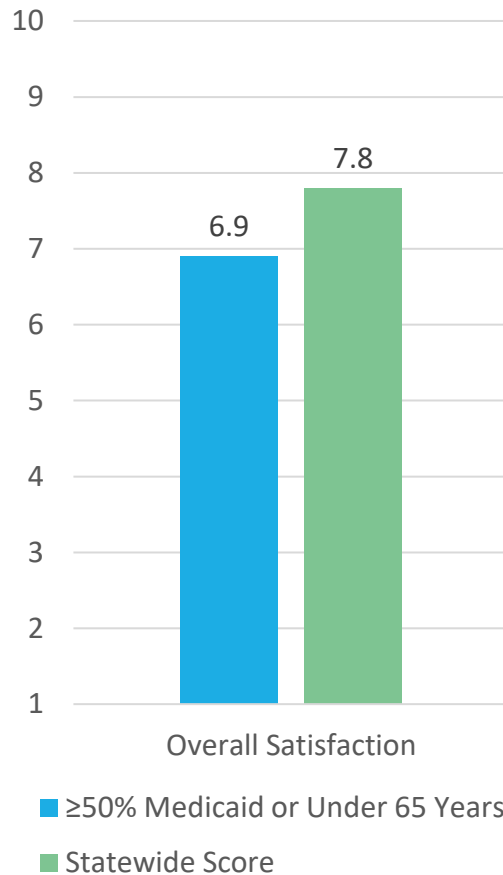
	% <65	% Medicaid	% African American	Overall CMS Star
Fairland Center	53.1	11.1	58.4	1
Peak Healthcare at Caton Manor	61.0	13.5	62.4	1
Pleasant View Nursing Home	30.2	67.5	14.3	1
Northwest Healthcare Center	53.4	44.3	61.6	2
Fayette Health & Rehabilitation Center	80.5	17.0	65.3	2
Autumn Lake Healthcare at Bridgepark	62.9	28.9	75.1	3
Blue Point Healthcare Center	66.9	38.9	58.5	3
Long Green Center	58.6	12.8	63.1	3
Genesis Homewood	52.9	16.8	58.2	4
Bel Pre Healthcare Center	51.1	38.3	64.4	5
Western Maryland Hospital Center	71.1	37.8	24.4	5
Maryland Baptist Aged Home	27.6	69.0	69.0	5

Additional Peer Group Domain Scores



Circled domains are statistically significantly different.

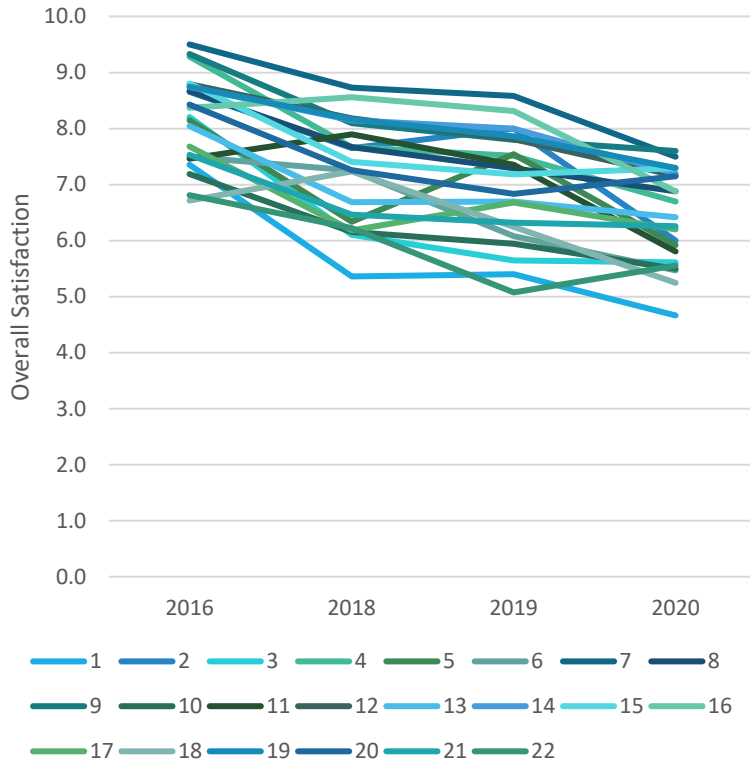
Additional Peer Group Domain Scores



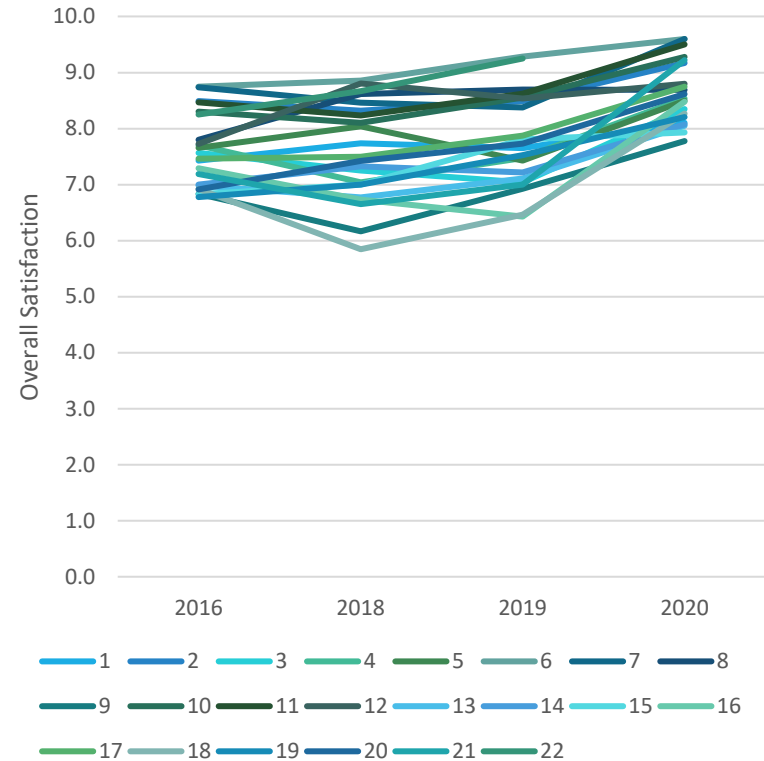
Overall satisfaction and % Recommendation are statistically significantly different.

Changes in Satisfaction

Nursing Homes that Decreased in Satisfaction the Most: Bottom 10%



Nursing Homes that Increased in Satisfaction the Most: Top 10%



Subtracted the 2016 Overall Satisfaction score from 2020. Calculated the top and bottom 10% who changed.

COVID Infections and Satisfaction

- Resident COVID infections statistically significantly correlated with:
 - Family overall satisfaction score ($r=-0.14$, $p<.05$)
 - Family overall satisfaction with the COVID response score ($r=-0.14$, $p<.05$)
- Resident deaths, staff infections, staff deaths due to COVID were not associated with family overall satisfaction or family overall satisfaction with the COVID response

Conclusions

- The Maryland Nursing Home Family Experience of Care Survey is
 - Unique, reliable, and valid according to traditional measures
 - Valuable to consumers
 - A response to having no national mandate
- Results highlight disparities in satisfaction
 - In response to the disparities and concerns in the nursing home community, we have created a new peer group
- We are working on a program to identify top and bottom performing nursing homes
- These data are shared on our website in two ways
 - Consumer friendly version
 - A technical version useful for providers