



2020 Nursing Home Family Experience of Care Survey Results

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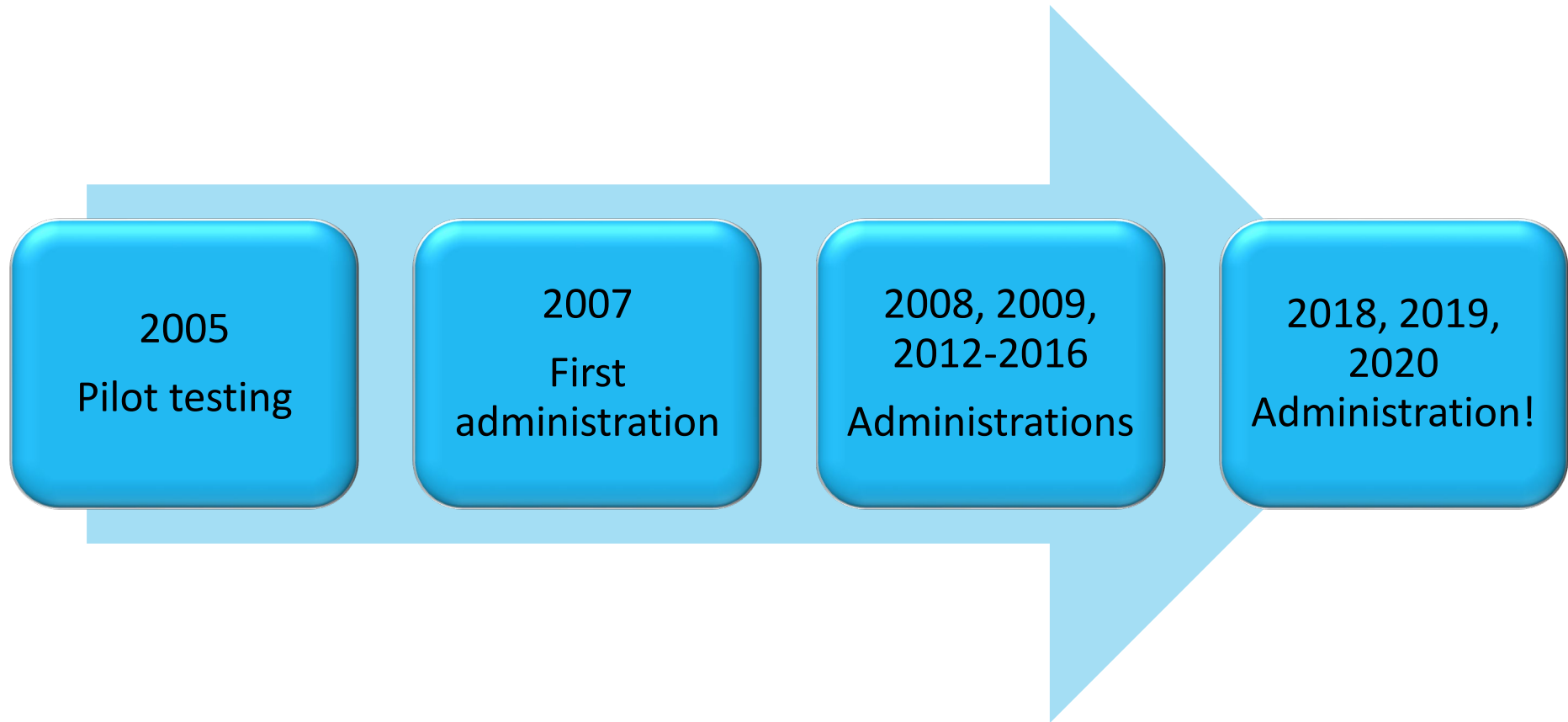
Center for Quality Measurement and Reporting

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Nursing Home Family Experience of Care Survey

- Designed to elicit levels of satisfaction with a loved one's care in a Maryland nursing home
 - 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
- 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

History of Family Experience of Care Survey



2018 and 2020 Survey Changes

- 2018 Additions

- 13 questions to address information gaps (carried through 2020 admin)
- Offered a Spanish-language option (carried through 2020 admin)

- 2020 Additions

- Online survey
- Phone interview survey option
- 3 COVID questions
- 1 open-ended question

2020 Sample and Response Mode

Total Participating Facilities	Total Surveys Mailed	Total Surveys Returned -- All Modes	Response Rate
223	14,926*	5,455	40%



Mail	Telephone	Online
3,474	125	1,856

* Subtract packets returned as undeliverable by the post office (1,294).
 $5,455 / 13,632 = .3993$

Data Analysis

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

Bold items are new beginning in 2018.

Data Analysis

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?

Bold item is new beginning in 2020.

Data Analysis

3 Overall COVID-19 Measures

Percentage who said staff of the nursing home “Always” or “Usually” kept them informed of how the COVID-19 outbreak was affecting their loved one

Percentage who said staff of the nursing home “Always” or “Usually” kept them involved in the resident's care decisions during the COVID-19 outbreak

Overall rating of care received at the nursing home in response to COVID-19 outbreak

COVID-19 questions are new beginning in 2020.

Data Analysis: Peer Groups

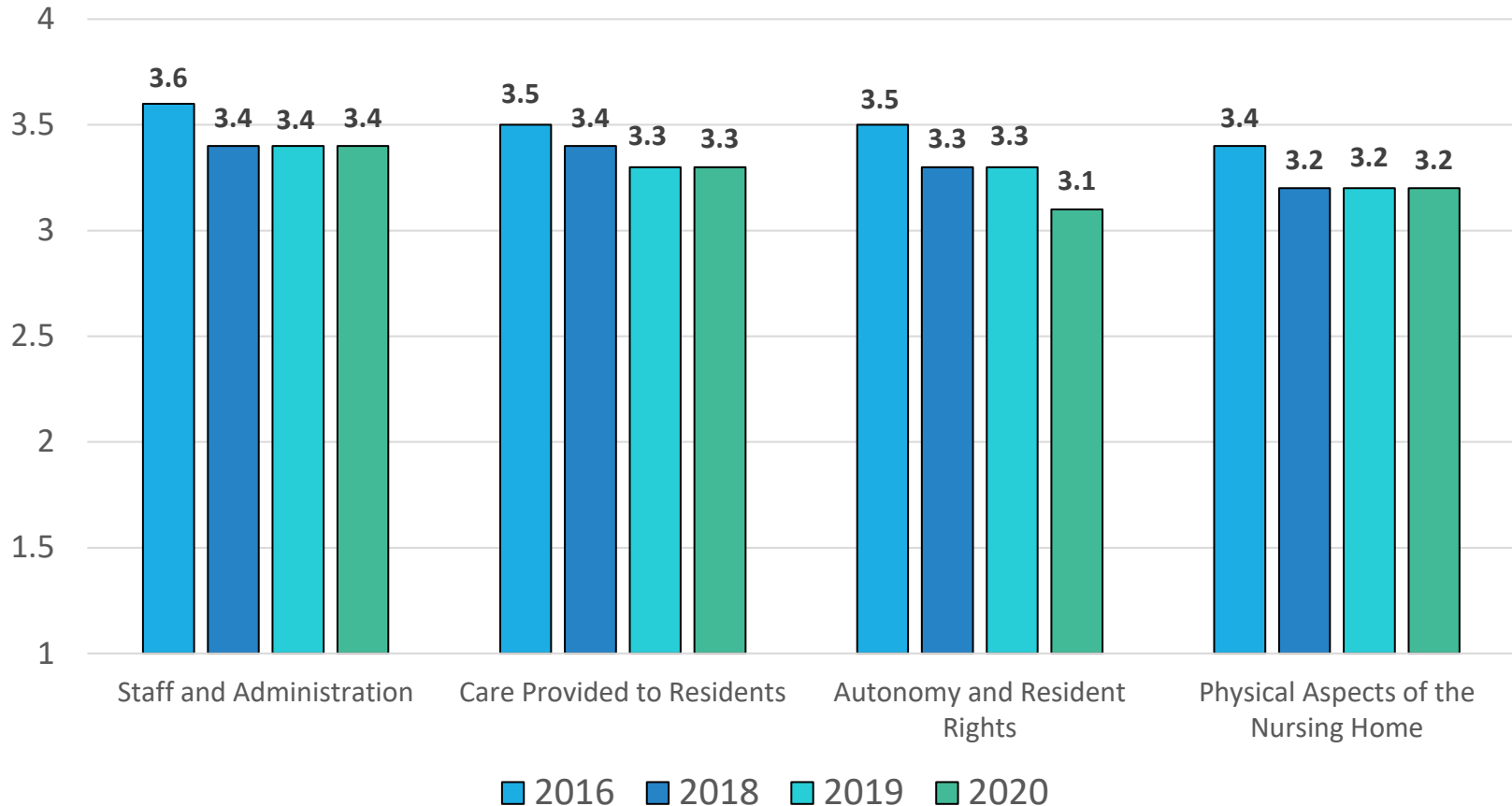
Region of the State	Licensed Bed Size Counts	Ownership Type	Payment Source
Western Maryland (n=1,113)	80 or fewer beds (n=688)	Non-Profit (n=1,851)	Medicaid (n=4,198)
Montgomery County (n=841)	81 - 120 beds (n=1,417)	For Profit (n=3,601)	Other (n=1,254)
Southern Maryland (n=810)	121 - 160 beds (n=1,823)		
Central Maryland (n=2,173)	161+ beds (n=1,524)		
Eastern Shore (n=515)			

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%

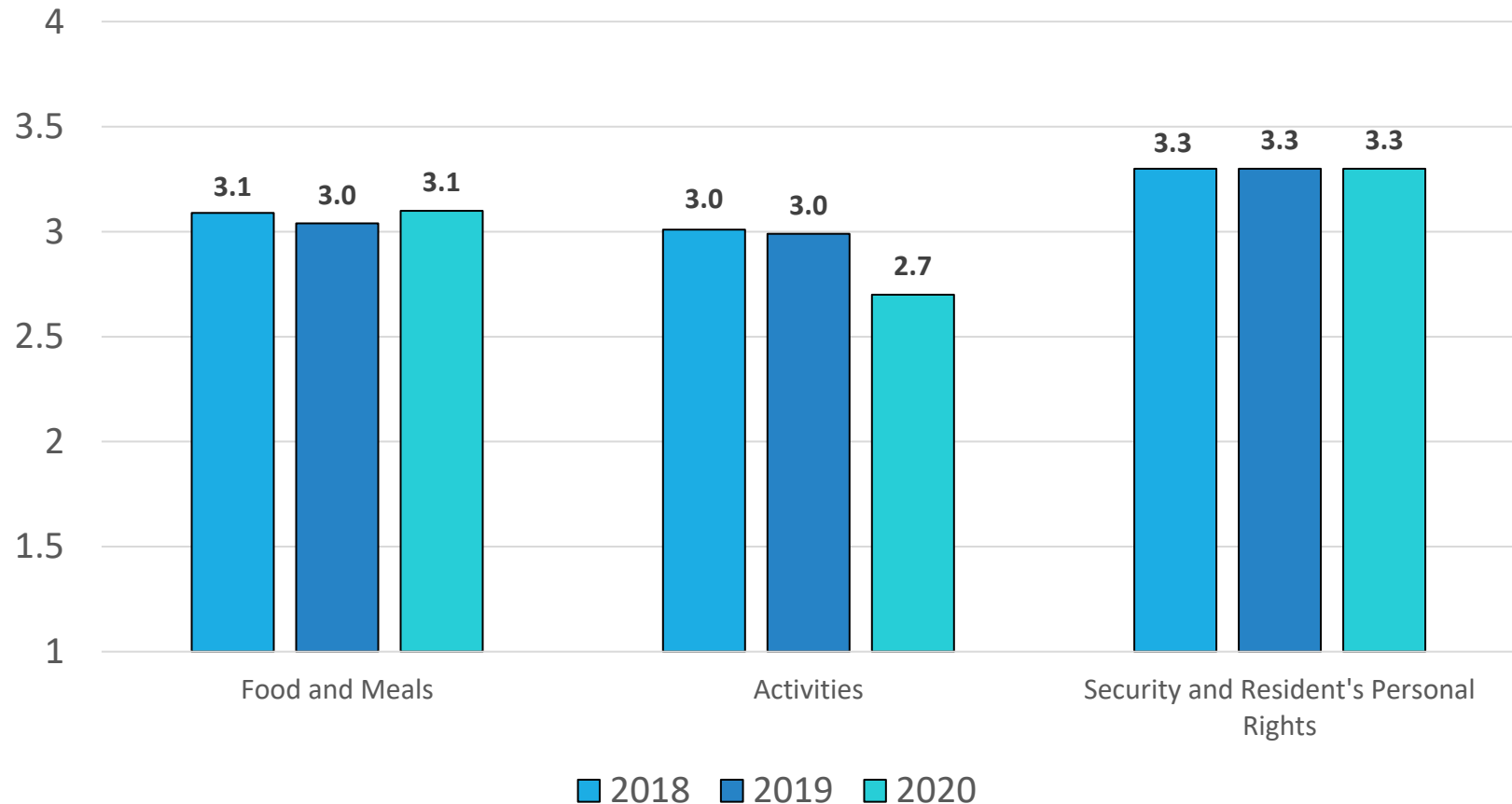
For the 7 domains, the scale is 1-4. For the overall rating, the scale is 1-10. Higher scores are optimal.

2016-2020 Scoring Trends by Domain



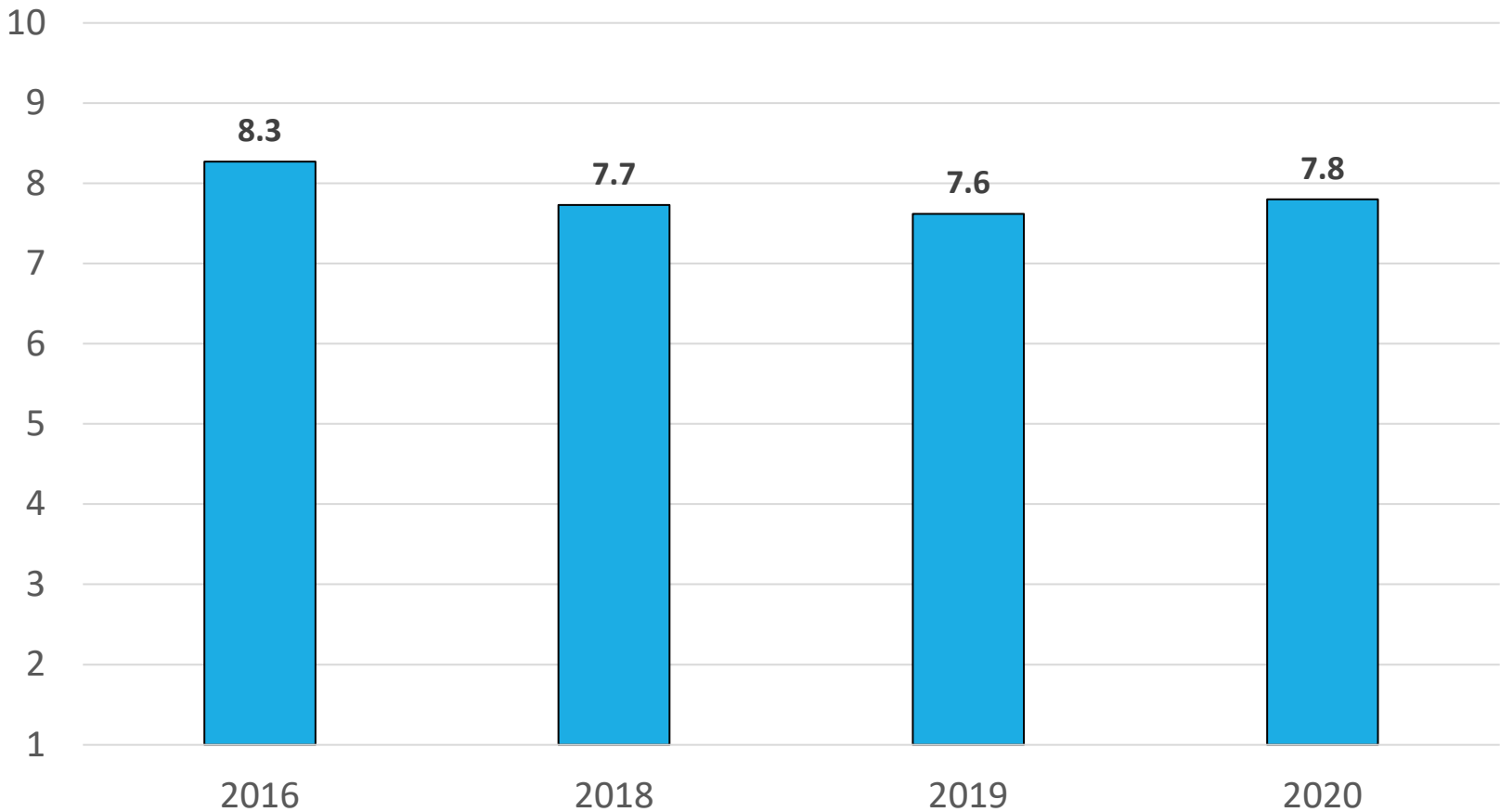
- For **Staff and Administration** and **Care Provided to Residents**, 2020 is statistically significantly lower than each prior year EXCEPT 2019.
- For **Autonomy and Resident Rights**, 2020 is statistically significantly lower than each prior year.
- For **Physical Aspects**, 2020 is statistically significantly higher than 2019 (Note: All scores are rounded).

2018-2020 Scoring Trends by New Domains



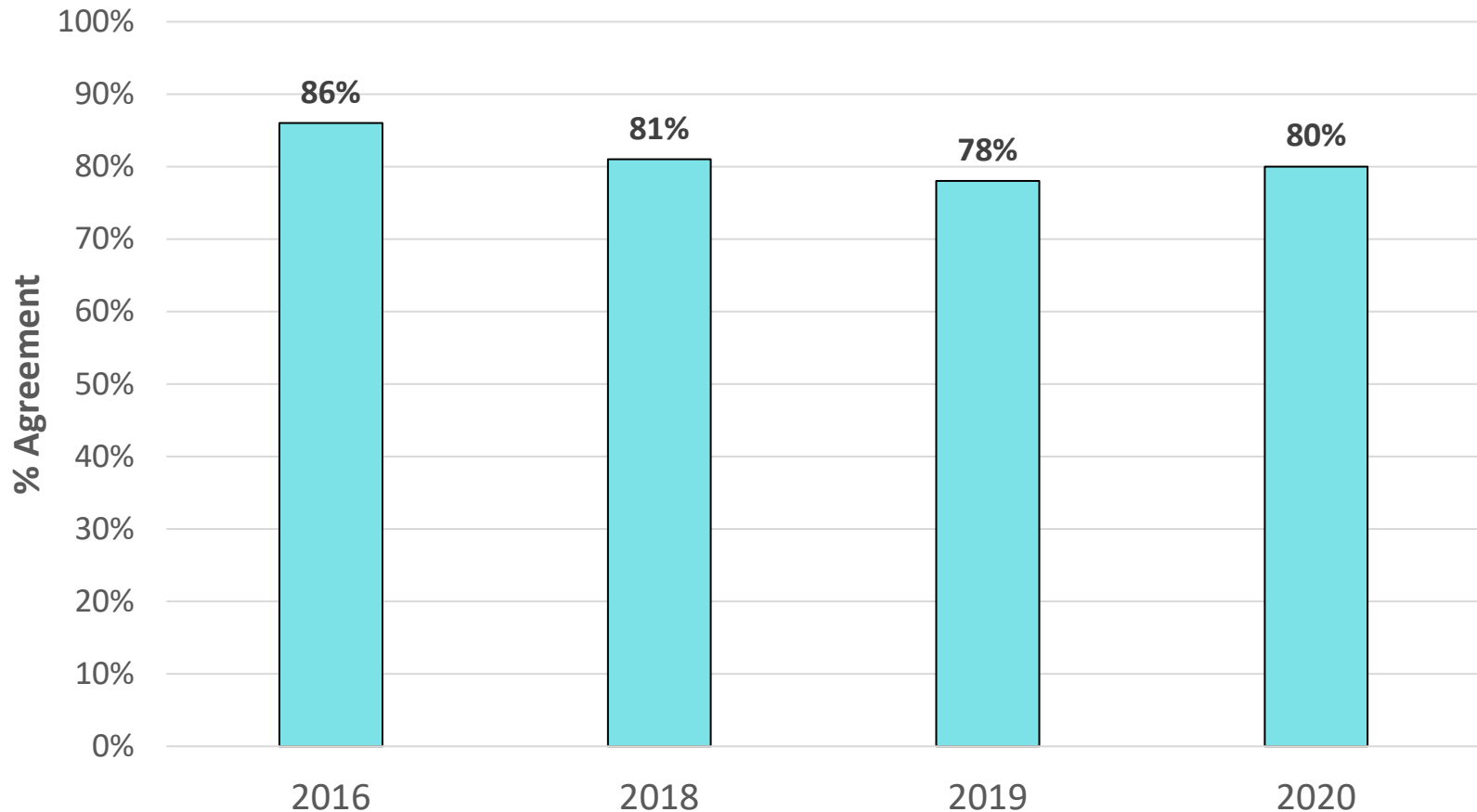
- For **Food and Meals** and **Security and Resident's Personal Rights**, 2020 is statistically significantly higher than 2019.
- For **Activities**, 2020 is statistically significantly lower than each prior year (Note: All scores are rounded).

2016-2020 Scoring Trends by Overall Rating



- 2020 is statistically significantly higher than 2018 and 2019, but statistically significantly lower than 2016.

2016-2020 Scoring Trends by Recommendation



Percent who said they “definitely” or “probably” would recommend the nursing home.

- 2020 is statistically significantly higher than 2019 but lower than 2016.
- No difference with 2018.

2020 Peer Group Comparisons

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

State score was significantly **LOWER** than

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

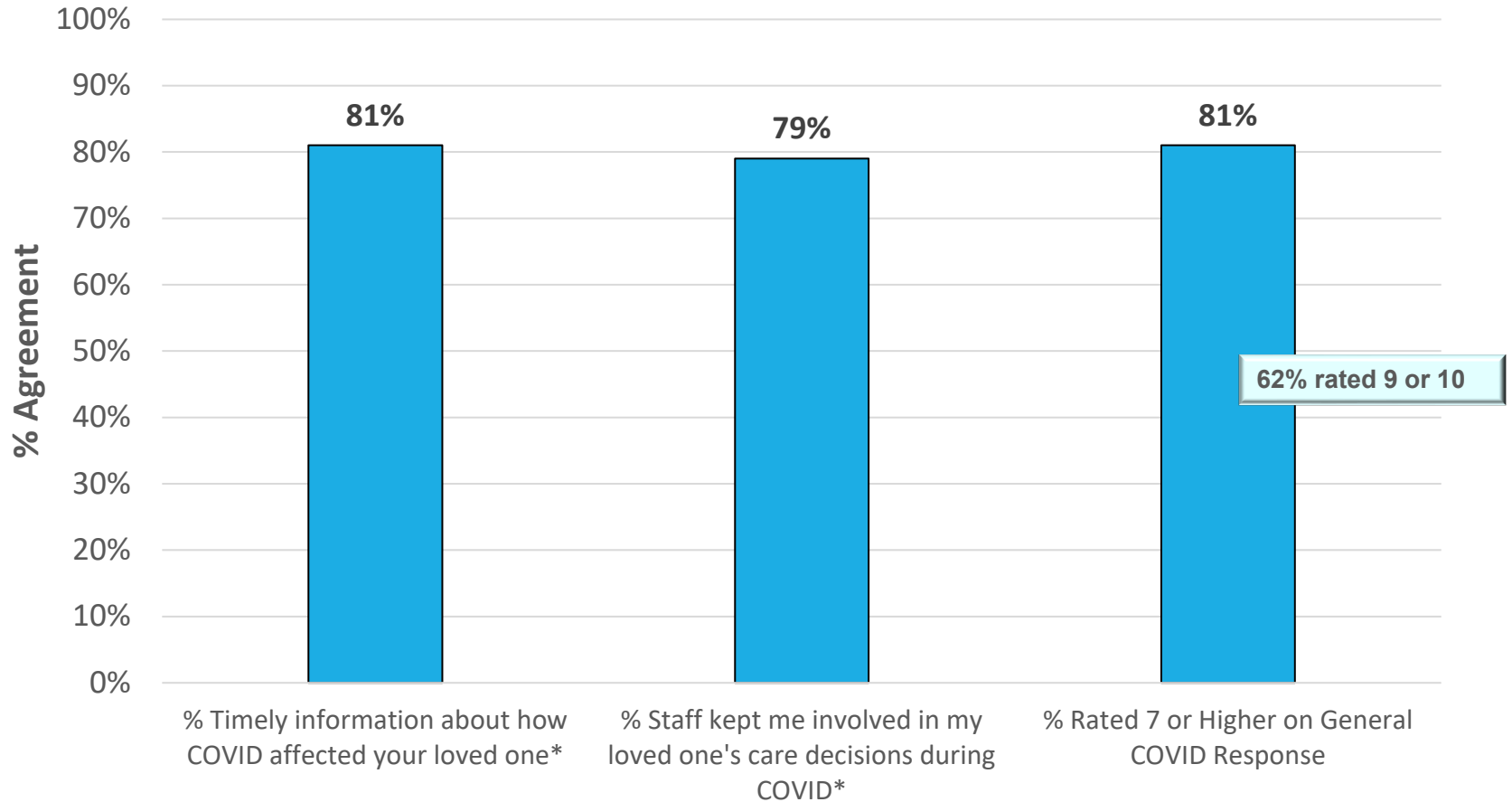
State score was significantly **HIGHER** than

- Southern Maryland^
- Homes with 121-160 beds^
- For-profit homes*

*Same results as 2018, 2019

^Same results as 2019

2020 COVID-19 Results



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

2020 COVID-19 Results by Peer Group

		Timely information about how COVID affected your loved one*	Staff kept me involved in resident's care decisions during COVID*	% Who rated COVID response ≥7
Statewide		81%	79%	81%
Region	Western MD	89%	86%	88%
	Montgomery	81%	78%	80%
	Southern MD	75%	75%	74%
	Central MD	80%	78%	79%
	Eastern Shore	88%	81%	84%
Size	≤80 Beds	87%	83%	86%
	81-120 Beds	84%	83%	83%
	121-160 Beds	78%	75%	76%
	≥161 Beds	82%	79%	81%
Profit Status	Not-for-Profit	88%	85%	88%
	For-Profit	79%	77%	78%

*Percent who said "Always" or "Usually"

Open Ended Question

	%
Unable to Visit Inside Due to COVID, Hard to Answer Questions	25%
Resident Receives Great Care, Taken Care of During COVID (Even if Infected)	20%
Staff is Caring, Friendly, Compassionate	12%
Staff is Professional, Helpful, Responsive	12%
Nursing Home Informs Family of COVID Updates, Resident's Health/Status (Call, Zoom, FaceTime, Emails)	12%
Nursing Home Does Not Keep Family Informed, Poor Communication	10%
Staff Does Not Listen to Resident/Family, Ignores Needs and Requests	10%

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, $p \leq .05$

Additional Analyses

- Item Analysis

- 2018 and 2019: patterns of responses were consistent with an incremental decrease
 - Responses shifted from “always” to “usually” or from “usually” to “sometimes”
- 2020: responses stable, no pattern of overall decrease or increase

- Response Rate

- Overall, it went down but no discernible patterns (some nursing homes increased while others decreased, just like every prior year)

Conclusions

- The decline in satisfaction seen over the past few years stabilized this year.
- Results indicate a “good” level of satisfaction in all categories, statewide.
- Results indicate a “good” level of satisfaction in COVID response.
- We are pursuing multiple ideas to help nursing homes improve.

Additional Center Activities

- Reaching out to industry and community
 - Industry
 - QIO programs
 - Department of Aging
 - Data shared with nursing homes
 - Community
 - Data shared on our website
 - Spanish version of survey
 - Online version of survey
 - Creating a program to identify top performers
- Integrating multiple data sources
 - Inform our understanding of data patterns
 - Identify areas of potential improvement
- Increasing public awareness and availability of data and reports provided on our website

Thank You

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