



Nursing Home Family Experience of Care 2019 Survey Results

Stacy Howes, PhD

Chief, Long Term Care Quality Initiatives

Julie Deppe

Program Manager, Long Term Care Quality Initiatives

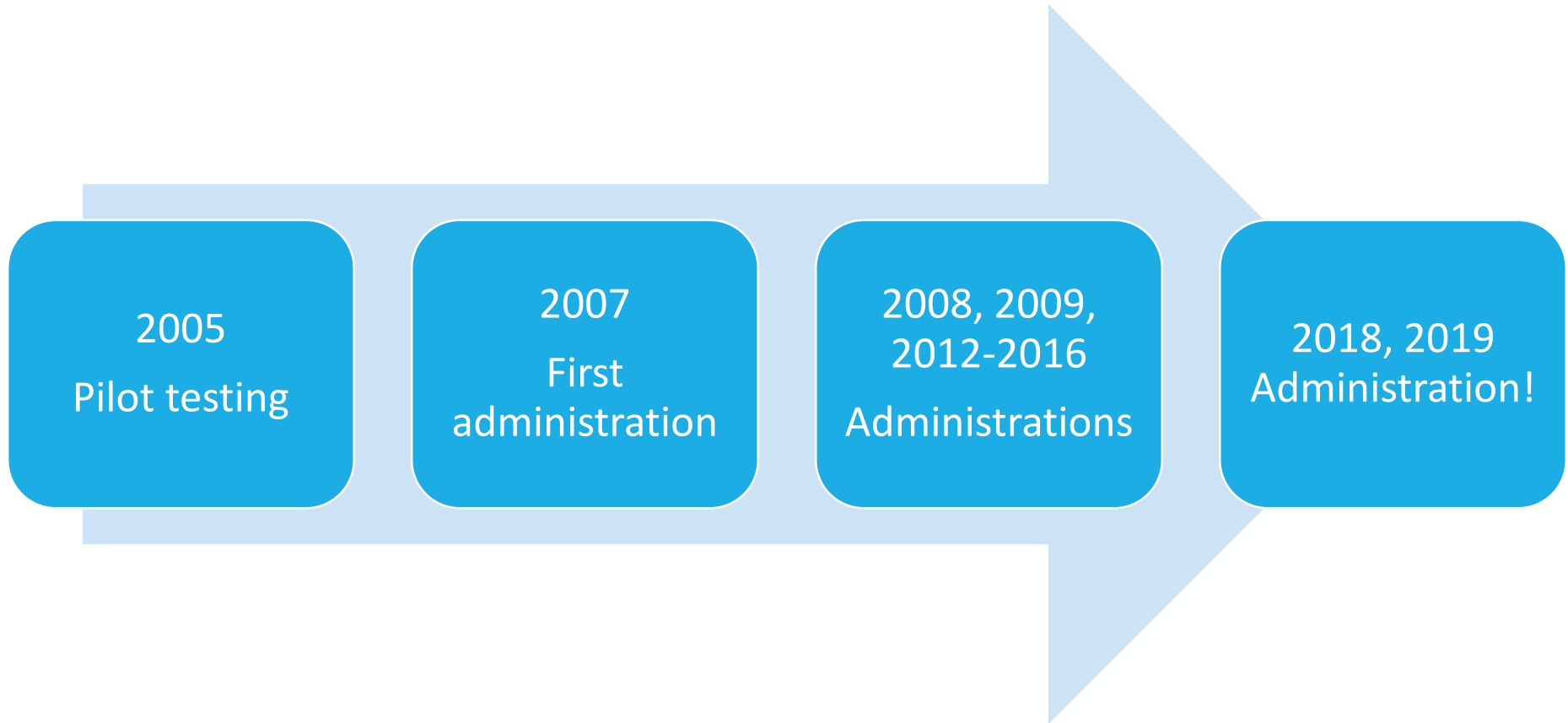
Center for Quality Measurement and Reporting

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Nursing Home Family Experience of Care Survey

- Designed to elicit levels of satisfaction with a loved ones 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
 - Scores are used in Maryland Medicaid (Pay for Performance Program)

History of Family Experience of Care Survey



Changes Implemented for 2018 and Beyond

- During the 2016 administration, the contractor did an analysis and determined that there were information gaps in our survey
- Questions were added based on scientific literature search, other states, and the Nursing Home CAHPS
 - 13 questions were added
- 2018 and 2019 Survey
 - Total of 37 core questions
 - 31 are used to calculate the 7 domains
 - 2 are individual items measured (overall satisfaction and % recommendation)
 - 4 are screening questions
 - 11 demographic/background questions
- Added a Spanish-language version

2019 Sample

Total Participating Facilities	Total Surveys Mailed	Total Surveys Returned	Response Rate
223	19,869*	7,498	43%

*Subtract packets returned as undeliverable by the post office (2,271).
 $7,498/17,598=.4261$

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 to the 2018 and 2019 administration

Data Analysis

2 Overall Measures

Overall rating of care received at the nursing home

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

Data Analysis: Peer Groups

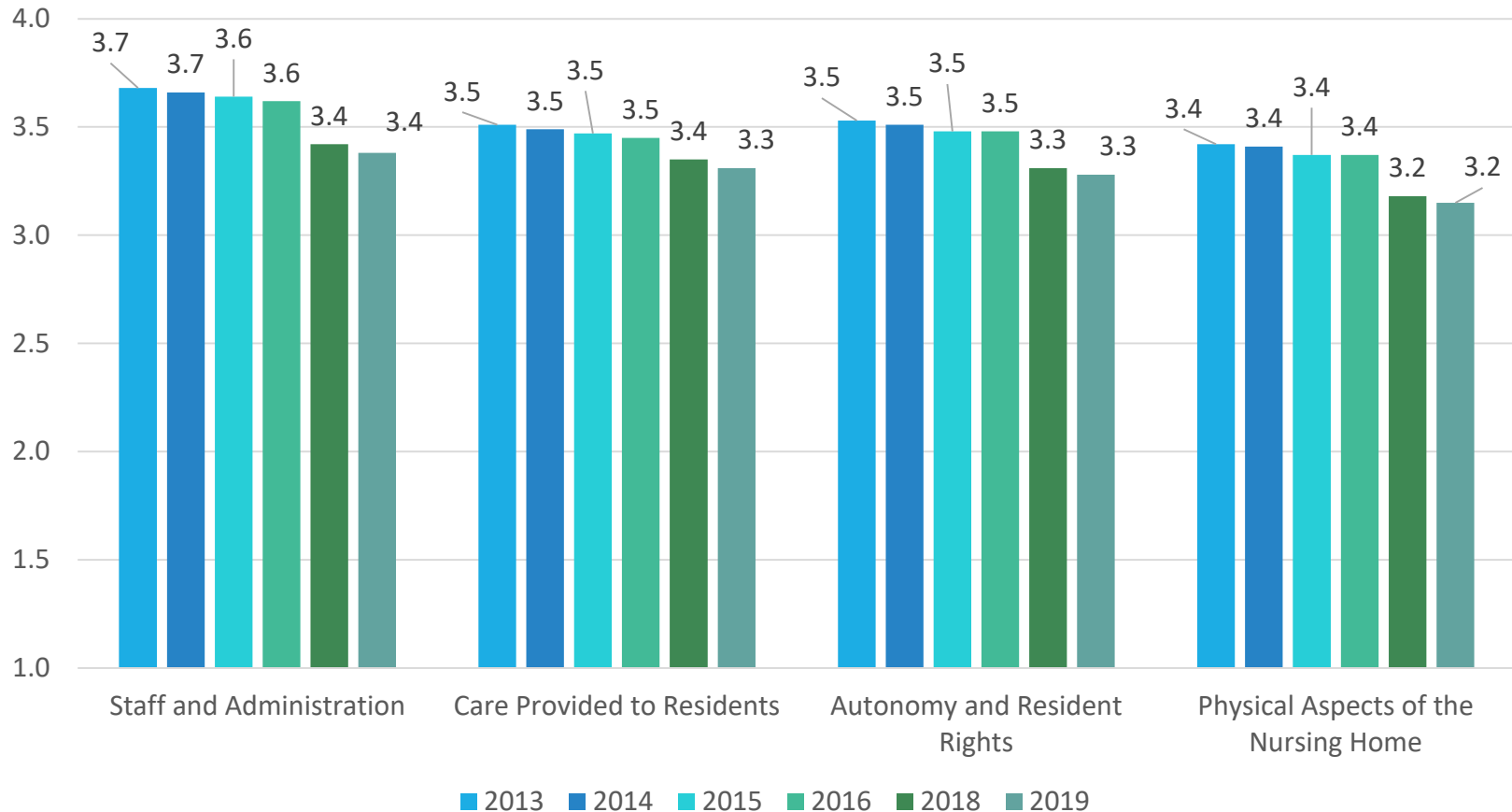
Region of the State	Licensed Bed Size Counts	Ownership Type	Payment Source
Western Maryland (n=1,544)	80 or fewer beds (n=909)	Non-Profit (n=2,499)	Medicaid (n=5,198)
Montgomery County (n=1,041)	81 - 120 beds (n=2,052)	For Profit (n=4,866)	Other (n=2,167)
Southern Maryland (n=948)	121 - 160 beds (n=2,287)		
Central Maryland (n=3,102)	161+ beds (n=2,117)		
Eastern Shore (n=730)			

2019 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	3.0
Autonomy and Resident Rights	3.3
Physical Aspects of the Nursing Home	3.2
Activities	3.0
Security and Resident's Personal Rights	3.3
Overall rating of care received at the nursing home	7.6
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	78%

For the 7 domains, the scale is 1-4. For the overall rating, the scale is 1-10. Higher scores are optimal. **Bold domains** are new domains for 2018 and 2019.

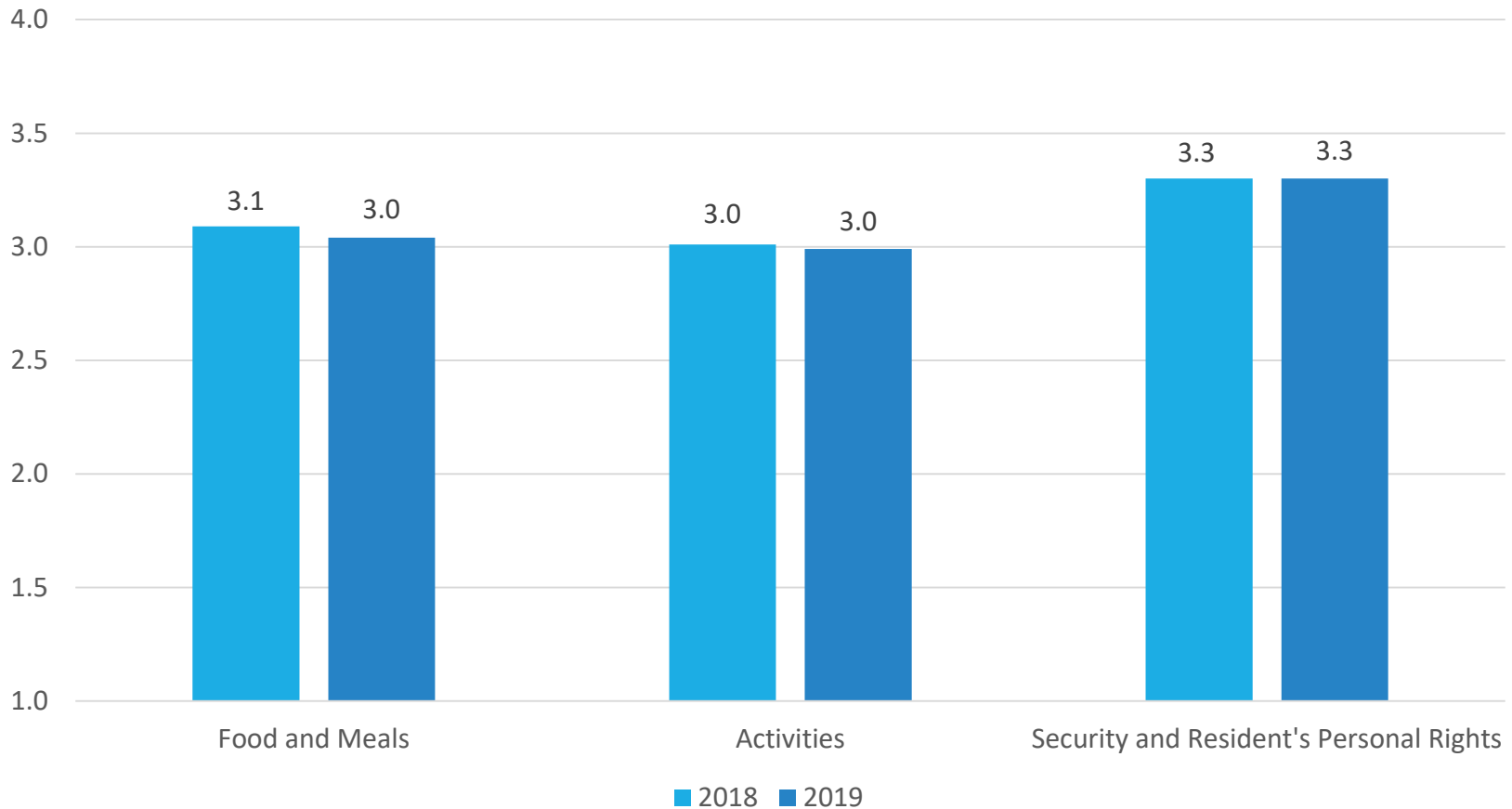
2013-2019 Scoring Trends by Domain



For Staff and Administration, Care Provided to Residents, and Physical Aspects, 2019 is statistically, significantly lower than each prior year.

For Autonomy and Resident Rights, 2019 is statistically, significantly lower than each prior year EXCEPT 2018.

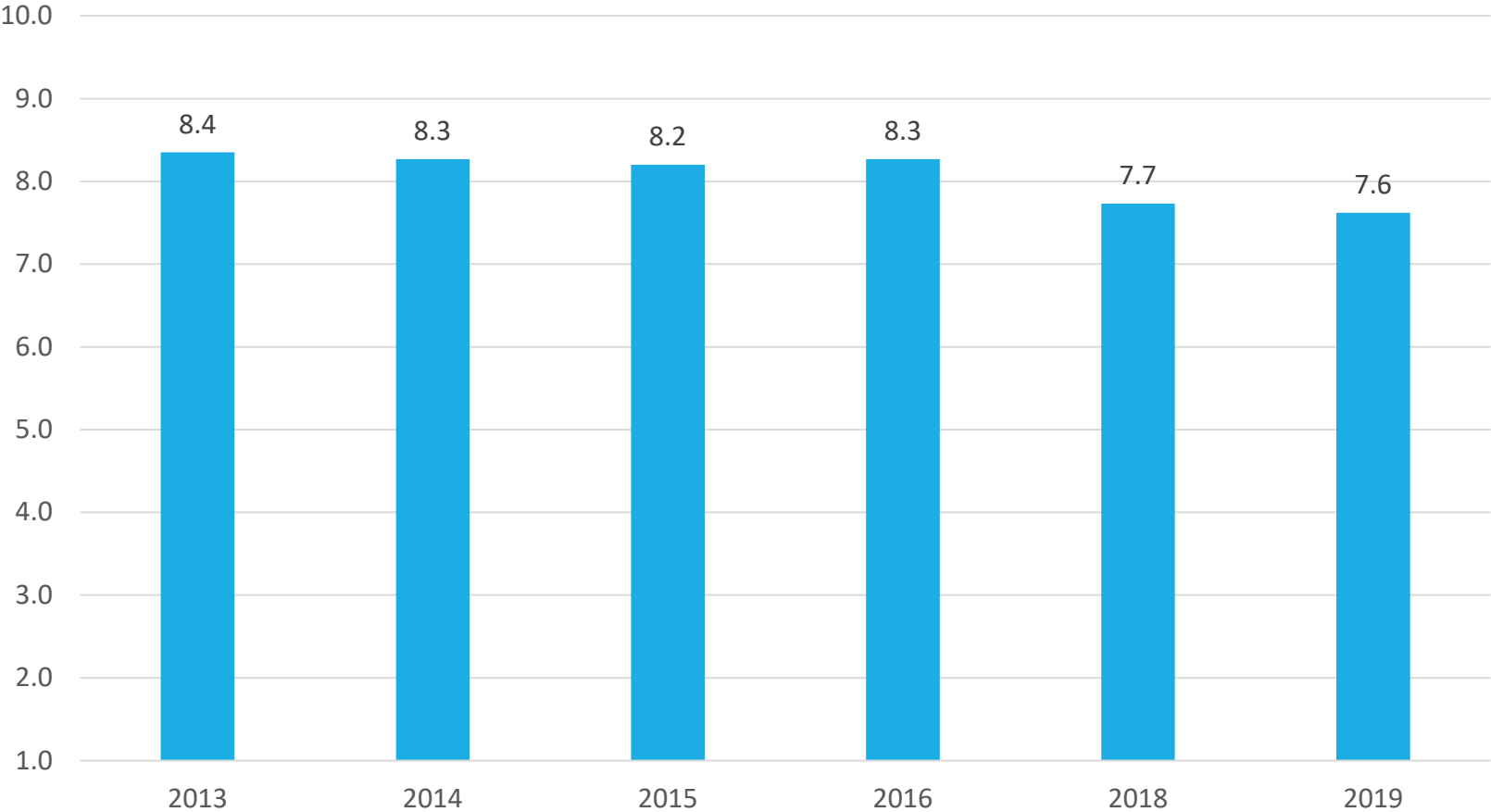
2018-2019 Scoring Trends by New Domains



For Food and Meals, 2019 is statistically significantly lower than 2018.

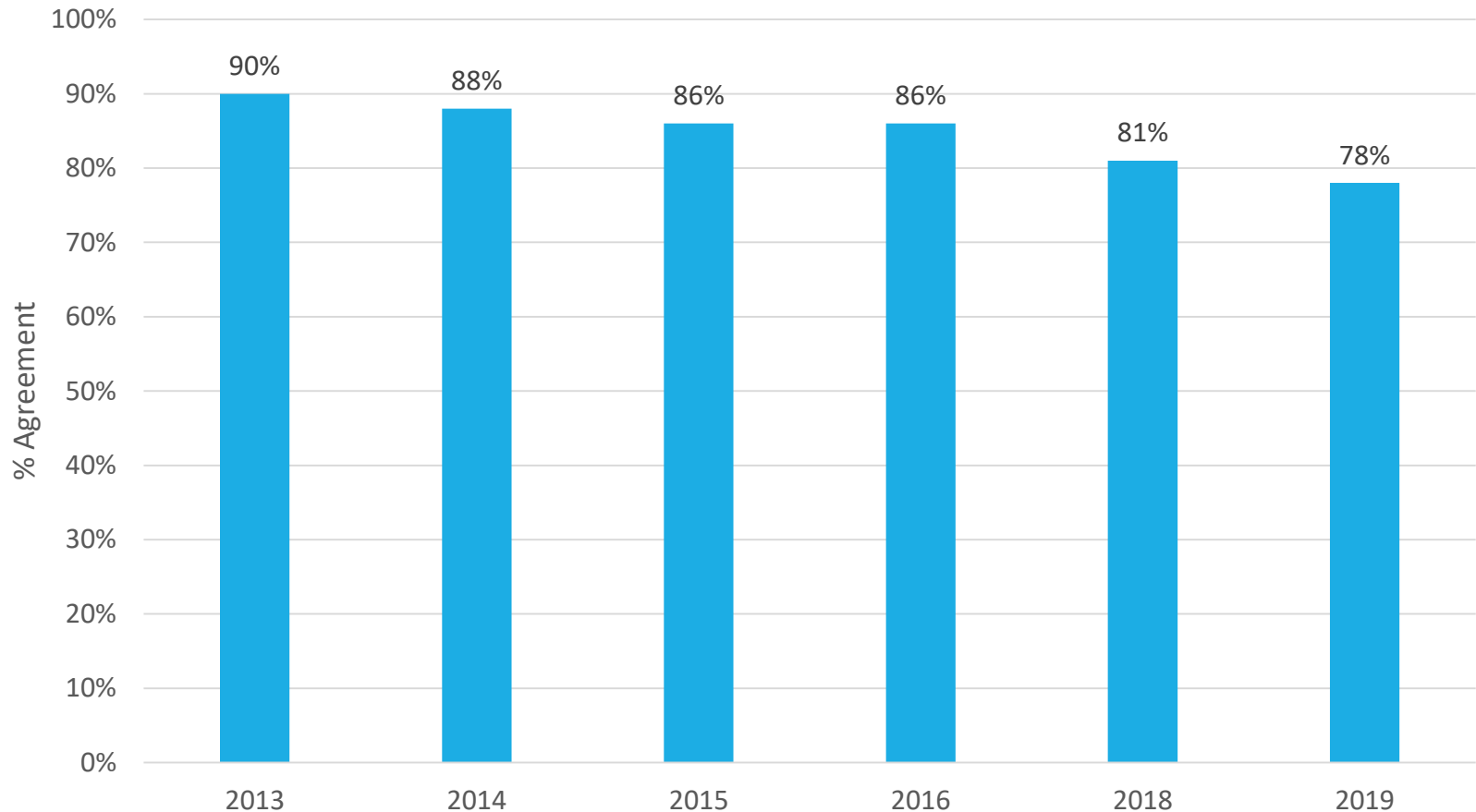
For Activities and Security and Resident's Personal Rights, there is no statistically significant difference between 2018 and 2019.

2013-2019 Scoring Trends by Overall Rating



2019 is statistically, significantly lower than each prior year.

2013-2019 Scoring Trends by Recommendation



% who said they “definitely” or “probably” would recommend the nursing home.
2019 is statistically, significantly lower than each prior year.

2019 Peer Group Comparisons

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

State score was significantly LOWER than

- Western Maryland*
- Eastern Shore
- 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

Additional Analyses

- Re-conducted the analyses based on 2016 criteria, results remained the same
- Completed an item analysis, patterns of responses were consistent with an incremental decrease
 - Responses shifted from “always” to “usually” or from “usually” to “sometimes”
 - Item response shifts were not drastic (“always” to “never”).
 - Pattern is present with virtually every item

Thoughts from the Nursing Home Community (n=18) 2018

- Patients and families
 - Families and residents are more educated
 - 5 star rating systems
 - Regulations
 - Notice any decline
 - Generally accepted within the industry that both baby boomers and their children are more demanding than previous generations
 - LTC employees feel they have less time to “bond” with patients and families
- Staffing
 - LTC is not as appealing as hospitals/doctors’ offices (pay, type of care, weekends)
 - Medicare/Medicaid cuts (staffing cuts or not filling positions as they open)
 - Significant time addressing regulations instead of patient needs

Comparison Data

- These states all use different surveys
 - Rhode Island (2016-2018)—decreasing
 - Minnesota (2014-2018)—increasing
 - Ohio (2016 and 2018)—steady
 - Oklahoma (2013-2019)—steady
- CMS Stars correlation
 - All 7 domains, overall satisfaction, and % recommendation
 - Statistically significantly and positively correlated with Overall Star, Health Inspection Star, and Staffing Star
 - Staff and Administration, Autonomy and Resident Rights, Physical Aspects of the Nursing Home, Overall satisfaction, and % Recommend
 - Statistically significantly and positively correlated with Quality Star

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
- 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

Conclusions

- The decline represents a real change in satisfaction levels.
- Even though there was an additional decline, the results still indicate a “good” level of satisfaction in all categories, statewide.
- We are pursuing multiple ideas to assist nursing homes improve.

