



2021 Nursing Home Family Experience of Care Survey Results

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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
- ▶ 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.

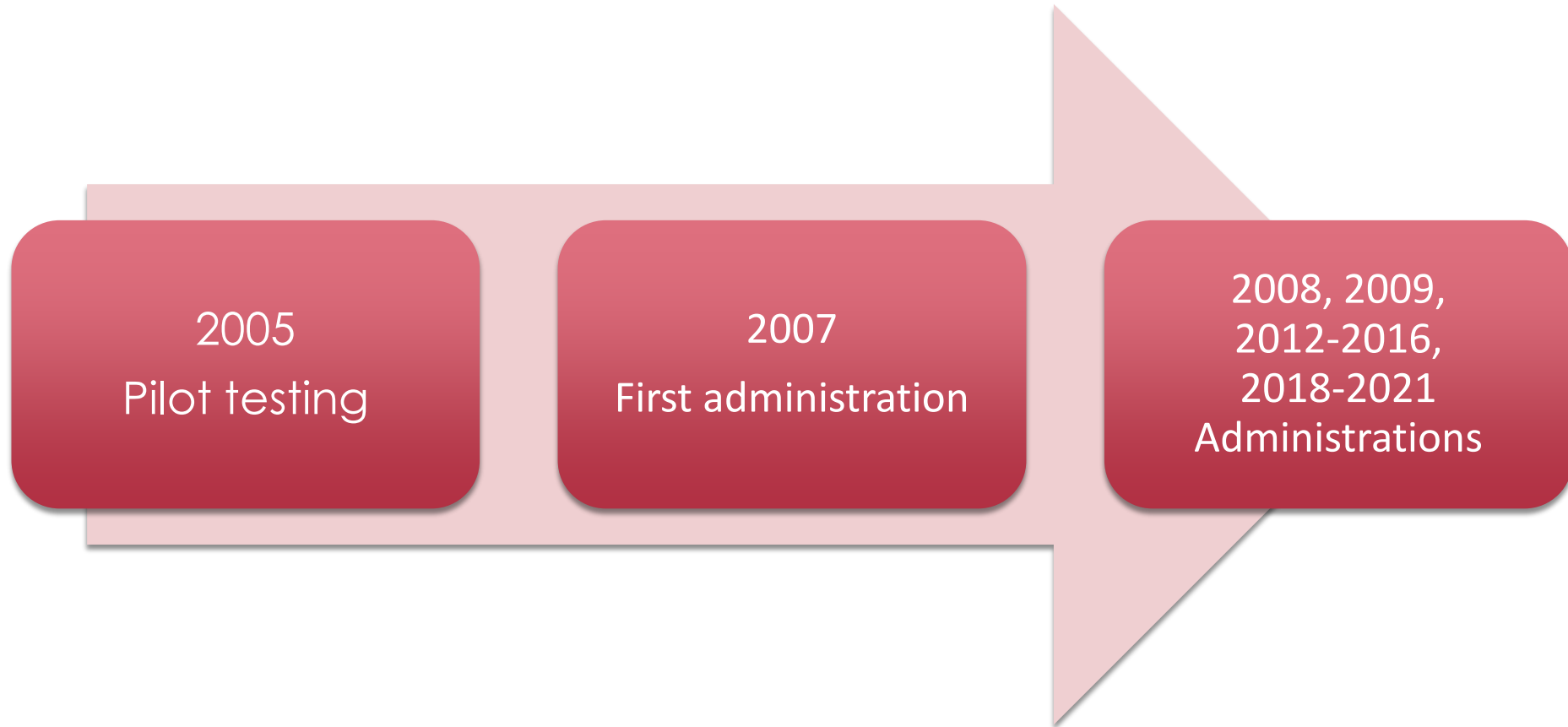


Nursing Home Family Experience of Care Survey

- ▶ 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



Survey History





Survey History

▶ 2018 Additions

- ▶ 13 questions to address information gaps
- ▶ Offered a Spanish-language option

▶ 2020 Additions

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



2021 Sample and Response Mode

Total Participating Facilities	Total Surveys Mailed	Total Surveys Returned -- All Modes	Response Rate
222	15,633*	4,626	32%



Mail	Telephone	Online
3,078	110	1,438

*Subtract packets returned as undeliverable by the post office (4,626/[15,633-1,048])



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?



Survey Measures

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



Peer Groups

Region of the State	Licensed Bed Size Counts	Ownership Type	Payment Source
Western Maryland (n=939)	80 or fewer beds (n=575)	Non-Profit (n=1,472)	Medicaid (n=3,118)
Montgomery County (n=679)	81 - 120 beds (n=1,277)	For Profit (n=3,154)	Other (n=1,508)
Southern Maryland (n=694)	121 - 160 beds (n=1,499)		
Central Maryland (n=1,843)	161+ beds (n=1,275)		
Eastern Shore (n=470)			



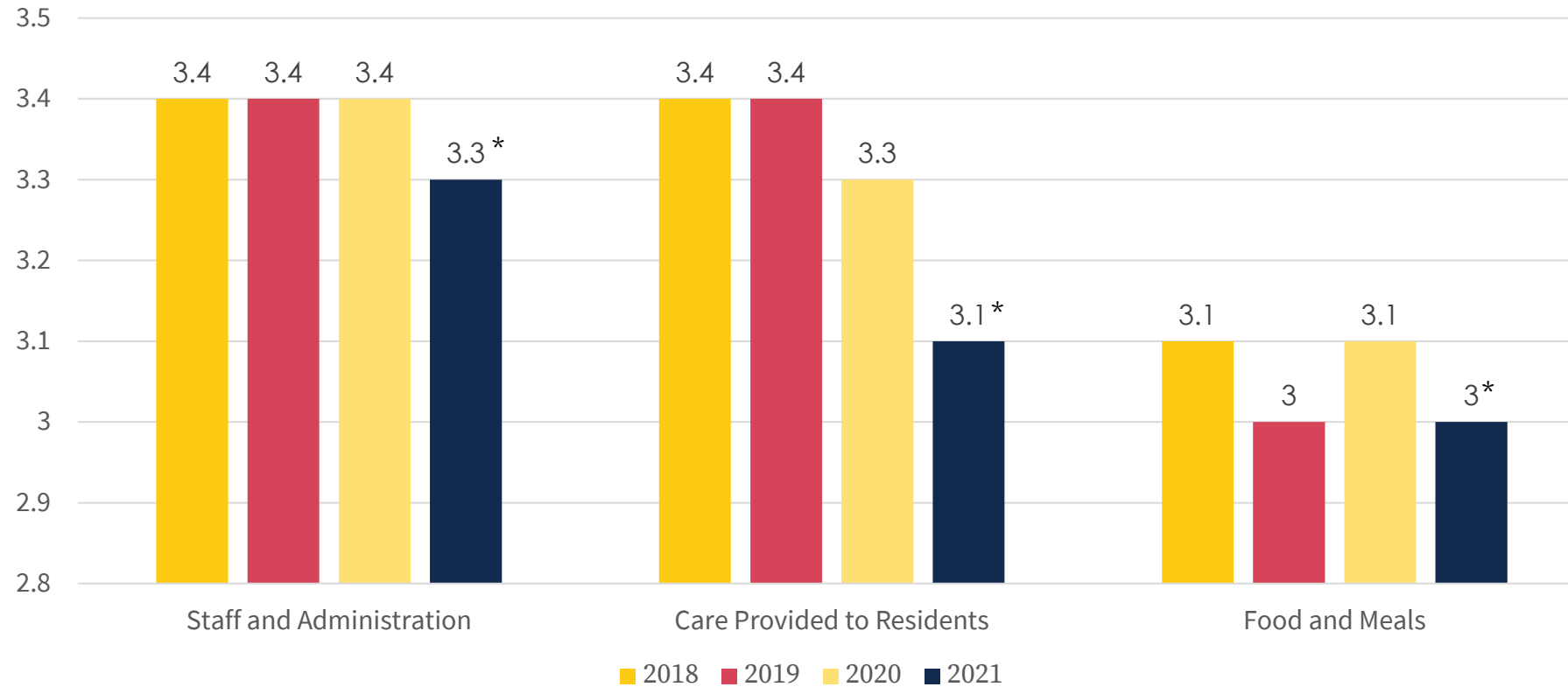
2021 Results by Domain and Two Overall Measures

	Statewide
Staff and Administration of the Nursing Home	3.3
Care Provided to Residents	3.1
Food and Meals	3.0
Autonomy and Resident Rights	3.1
Physical Aspects of the Nursing Home	3.2
Activities	2.6
Security and Resident's Personal Rights	3.3
Overall rating of care received at the nursing home	7.5
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	75%

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



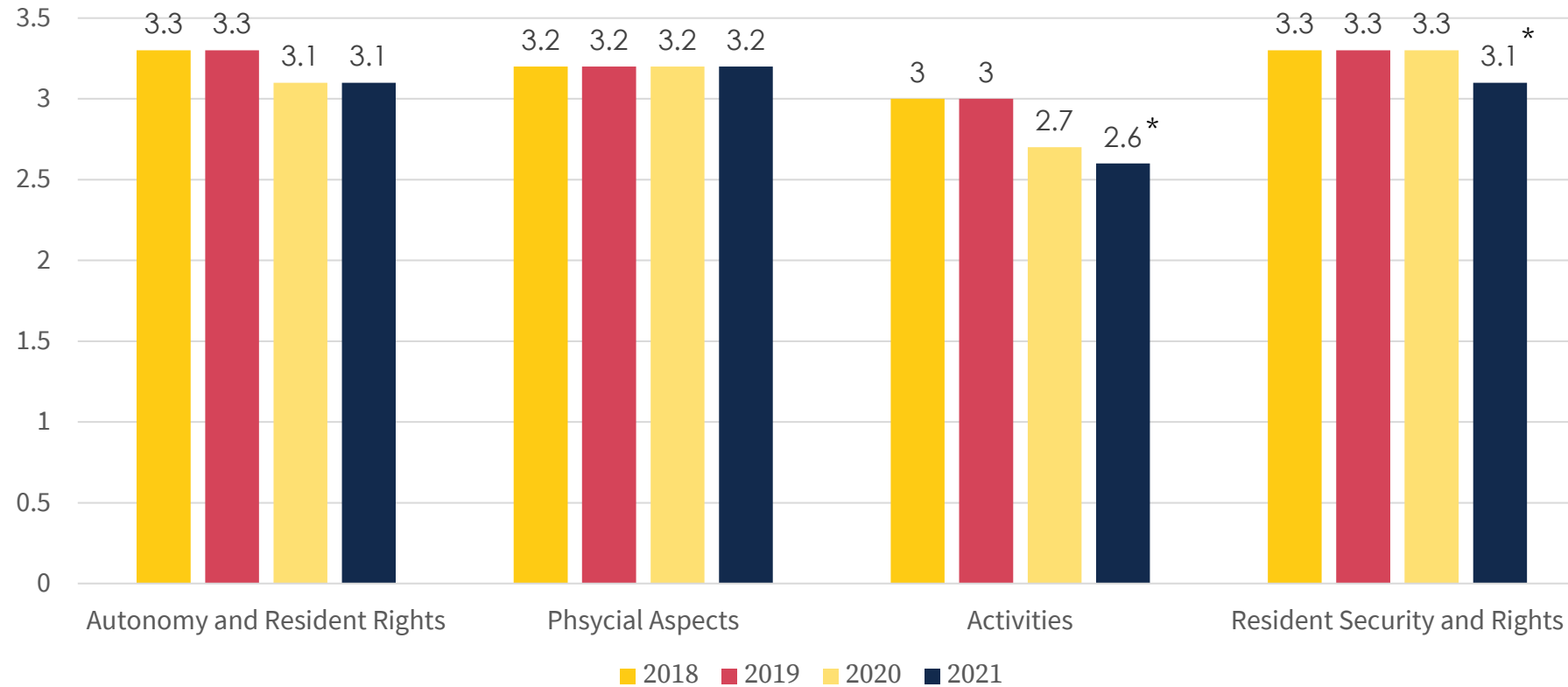
2018-2021 Scoring Trends by Domain



*2021 is statistically significantly lower than 2020.



2018-2021 Scoring Trends by Domain

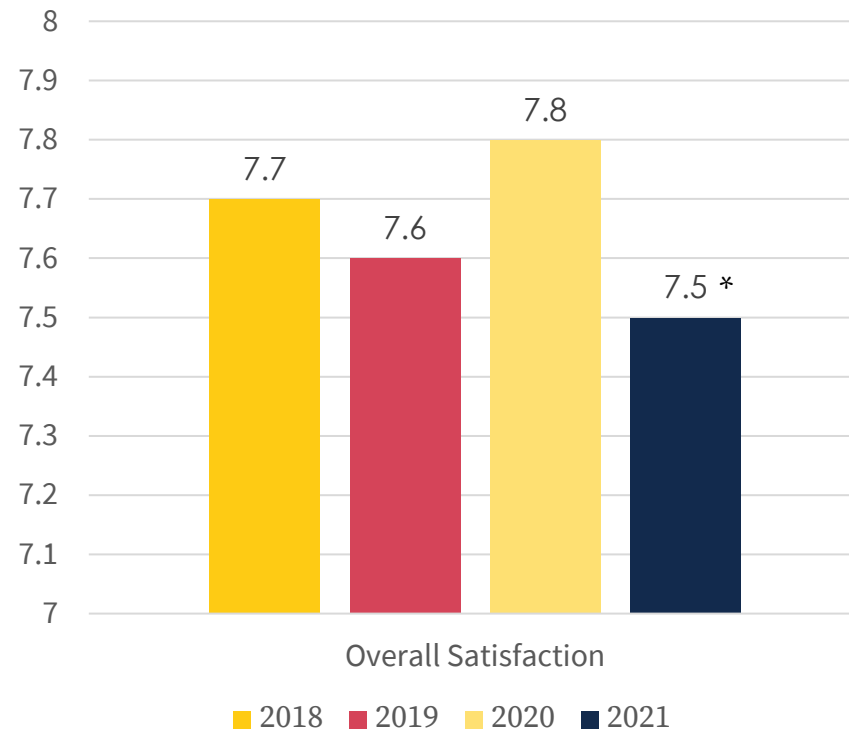


*2021 is statistically significantly lower than 2020.

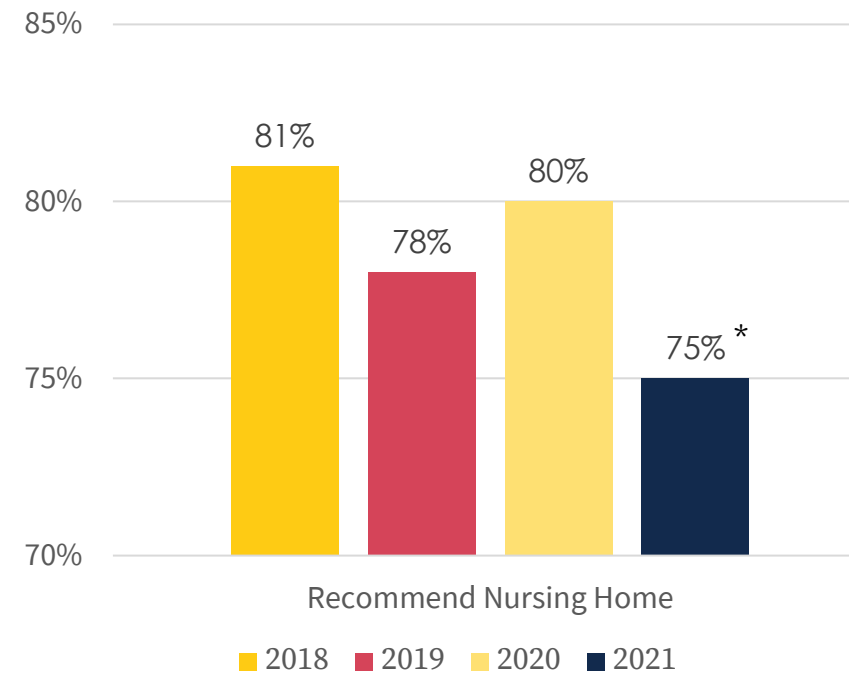
2018-2021 Scoring Trends by Recommendation and Overall Satisfaction



Overall Satisfaction with This Nursing Home



Percent Who Would Recommend This Nursing Home



*2021 is statistically significantly lower than 2020.



2021 Peer Group Comparisons

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

State score was significantly **LOWER** than

- Western Maryland*
- Homes with ≤ 80 beds*
- Homes with 81-120 beds \pm
- 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, 2020

[^]Same results as 2019, 2020

\pm New finding in 2021

Open Ended Question

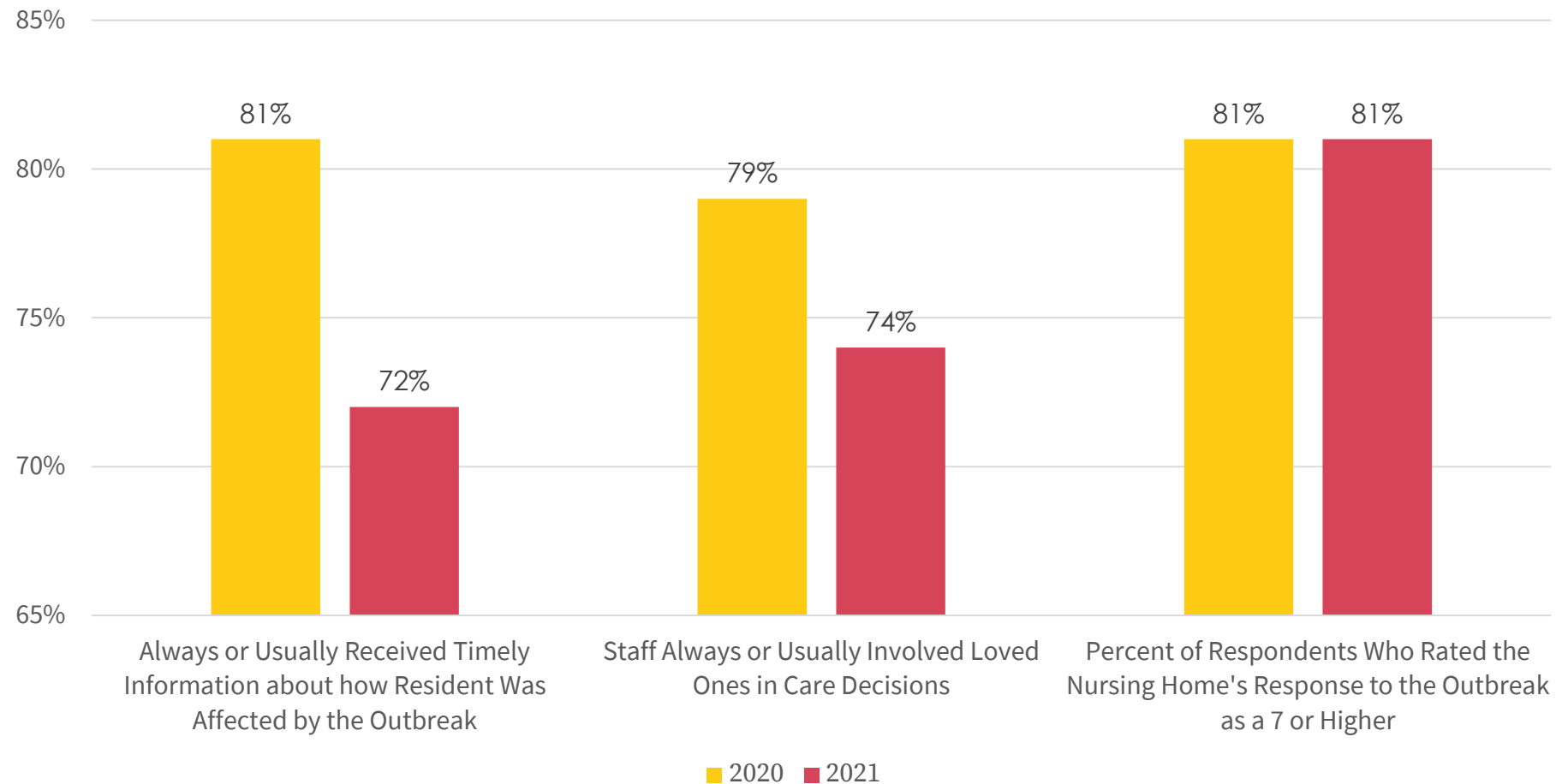


	%
Unable to Visit Inside Due to COVID, Hard to Answer Questions	16%
Resident Receives Poor Care	15%
Nursing Home Does Not Keep Family Informed, Poor Communication	15%
High Staff Turnover, Understaffed	13%
Overall Satisfied, Would Recommend	11%
Resident Receives Great Care, Taken Care of During COVID	11%
Staff is Caring, Friendly, Compassionate	10%

2,282 respondents replied to this question.



2020-2021 COVID-19 Results



2021 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		80.1%	75.2%	78.4%
Region	Western MD	88.0%	83.7%	84.2%
	Montgomery	76.6%	74.1%	77.7%
	Southern MD	73.6%	68.2%	72.6%
	Central MD	80.6%	75.2%	81.3%
	Eastern Shore	81.7%	75.2%	76.6%
Size	≤ 80 Beds	87.9%	81.0%	87.0%
	81-120 Beds	84.2%	77.7%	81.8%
	121-160 Beds	76.2%	72.9%	73.8%
	≥ 161 Beds	79.3%	74.4%	78.9%
Profit Status	Not-for-Profit	86.7%	83.3%	86.7%
	For-Profit	78.0%	72.6%	75.8%

*Percent who said "Always" or "Usually"



COVID-19 Infections and Satisfaction

- ▶ Staff COVID-19 cases were significantly associated with
 - ▶ Overall satisfaction with care
 - ▶ Overall satisfaction with the nursing home's response to the COVID-19 outbreak
- ▶ Resident COVID-19 cases were not significantly associated with satisfaction measures

Multivariate analyses. Covariates included race, payment source, was the facility part of a chain, ownership type, and region.

CMS Star Rating Correlations*



	Overall Star	Health Inspection Star	Quality Star	Staffing Star
Activities	.23	.24	--	.28
Security & Safety	.38	.35	--	.34
Food & Meals	.29	.28	--	.26
Staff & Admin	.34	.32	--	.29
Care Provided	.36	.34	--	.34
Autonomy	.30	.27	--	.38
Physical Aspects	.43	.39	--	.39
Overall Satisfaction	.37	.33	--	.34
% Recommend	.32	.30	--	.31
COVID Q1	.24	.23	--	.24
COVID Q2	.29	.28	--	.29
COVID Q2	.34	.32	--	.29

Numbers are the r value (correlation). All are statistically significant at $p \leq .05$.

*Results are also evidence of Criterion-Related Validity.



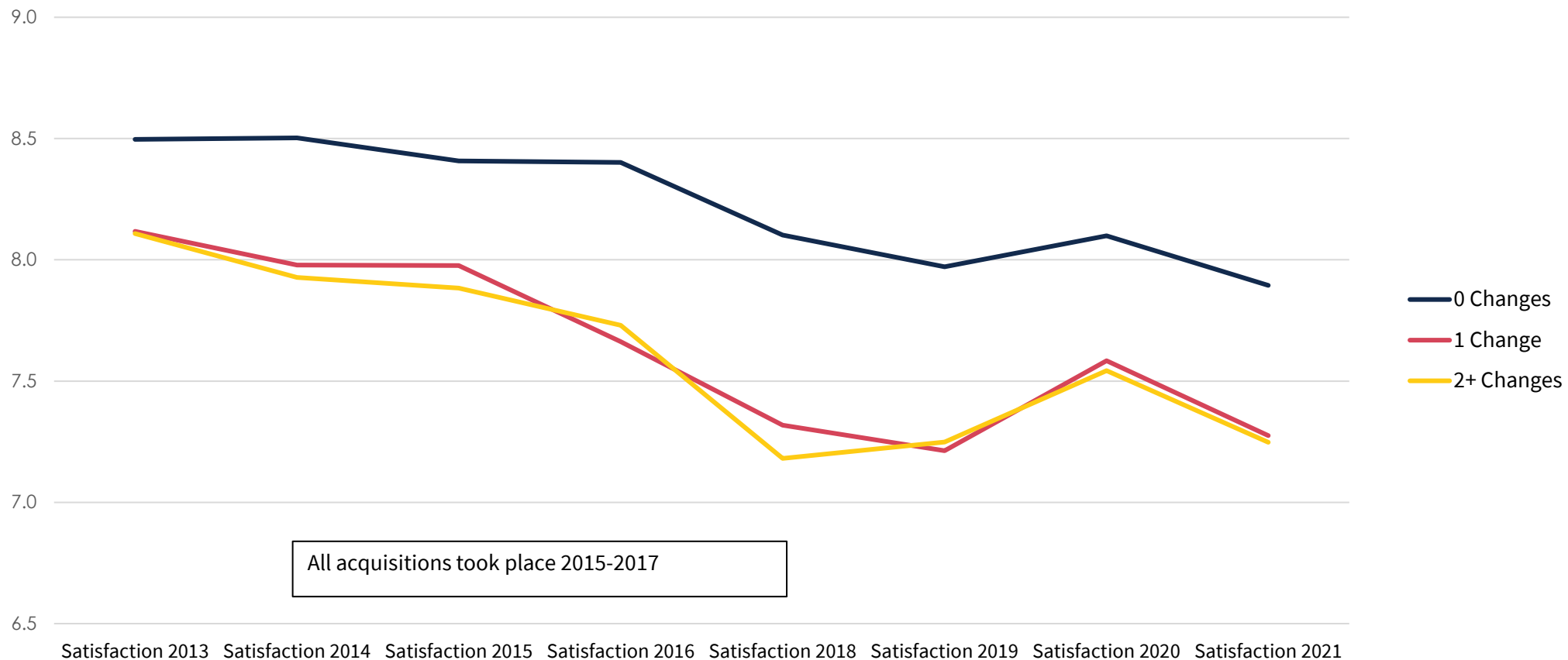
Health Disparities

- ▶ Are there differences in satisfaction by race, payment source, or ownership type?
 - ▶ Whites (7.9) were significantly more satisfied than non-whites (7.3).
 - ▶ Those in not-for-profit homes (8.3) were significantly more satisfied than those in for-profit homes (7.3).
 - ▶ Those with Medicaid (7.6) were significantly more satisfied than those with other types of insurance (7.4).
- ▶ Are there differences in satisfaction by payment source when examining large nursing homes only?
 - ▶ Those in larger nursing home with Medicaid (7.6) were significantly more satisfied than those in larger nursing homes with other types of insurance (7.2).

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.

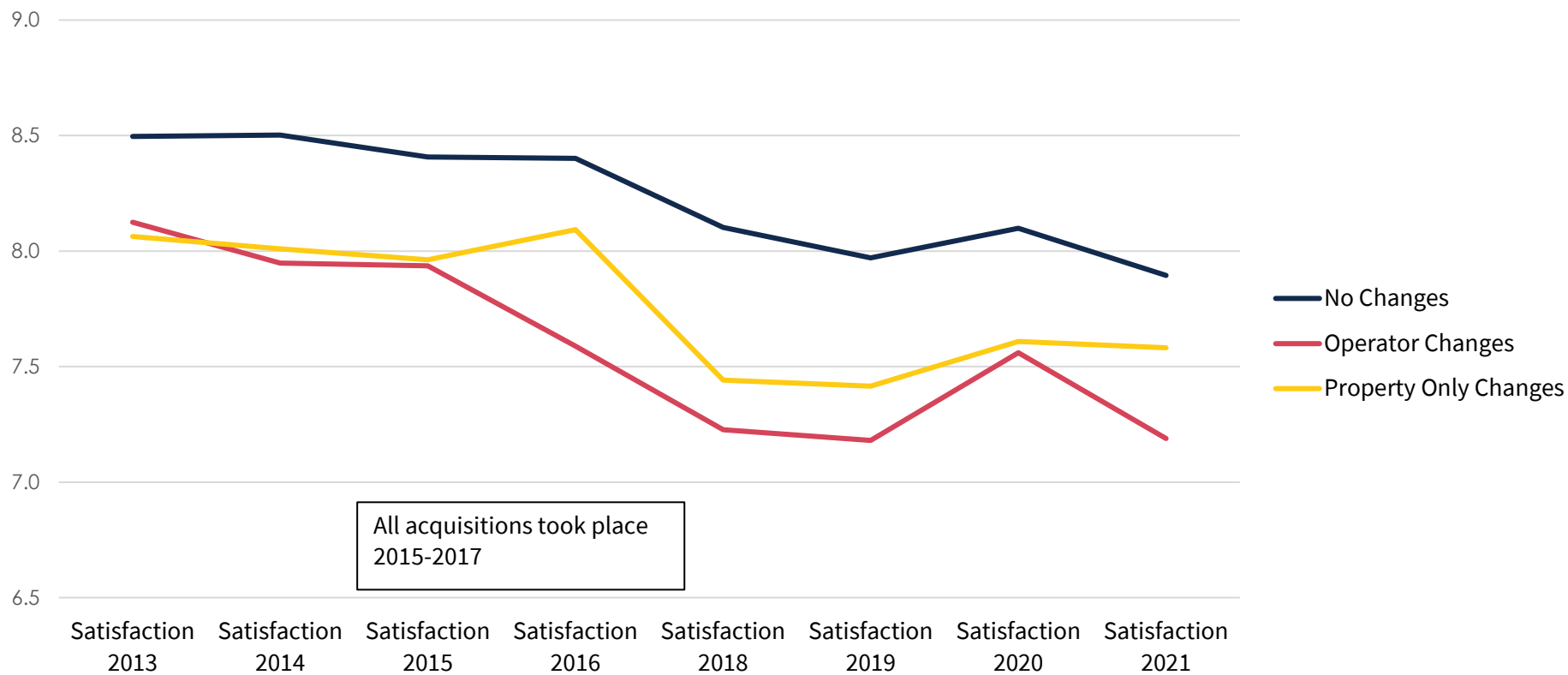


Nursing Home Acquisitions and Satisfaction





Nursing Home Acquisitions and Satisfaction





Conclusions

- ▶ The decline in satisfaction seen over the past few years has continued this year after a brief stabilization in 2020.
- ▶ Results indicate a “good” level of satisfaction in several categories, statewide.
- ▶ Results indicate a decline in level of satisfaction in COVID response.
- ▶ We are pursuing multiple ideas to help nursing homes improve.
 - ▶ Creating incentives to recognize those who consistently perform well.
 - ▶ Conduct webinars inviting high performers to assist lower performers.



Additional Center Activities

Outreach

- Industry
 - 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 data sources

- Inform our understanding of data patterns
- Identify areas of potential improvement

Increasing awareness

- Social Media
 - Twitter @MHCCMD
 - Facebook @MHCC.MD
 - LinkedIn @Maryland Health Care Commission
 - NextDoor @ Maryland Department of Health
- Print, TV, and digital ads
- Printed materials
- Educational webinars



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 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.



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 2021, the sample size was 4,626.
- ▶ All families are invited to participate. Sampling is not used.
- ▶ Even though our response rate has declined, it is still in “good” range.
- ▶ 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	0.83
Care Provided to Residents	0.83	0.77
Food and Meals	0.89	0.63
Activities	0.89	0.61
Autonomy and Resident Rights	0.79	0.67
Physical Aspects of the Nursing Home	0.87	0.74
Security and Resident's Personal Rights	0.80	0.71

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

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