



2012 Maryland Nursing Facility Family Survey

Statewide Report



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I. Introduction

The Maryland Health Care Commission (MHCC) family experience of care initiative began in 2005 with a pilot survey intended to guide the start of an annual process. The purpose of the initiative is to measure the experience and satisfaction of family members and other designated responsible parties of residents in Maryland's nursing homes. The project's specific objectives are to provide: 1) measures of responsible party experience and satisfaction; 2) comparisons on experience and satisfaction measures between nursing homes in Maryland; and 3) comparisons between nursing home peer groups, including geographical region, facility size, and ownership type.

The survey results complement other measures of nursing home performance which can be found on the MHCC website, such as quality measures, the results of in-site surveys, and staff influenza vaccination rates. This survey asks designated responsible parties about their experience and satisfaction based on their own personal experiences in nursing homes.

The results of the survey are accessible to the public via the MHCC *Consumer Guide to Long Term Care* - an interactive web tool containing information about an array of long term care services including nursing homes and community support services such as senior centers, transportation, and technology assistance. Facility-specific results are posted on the MHCC *Consumer Guide to Long Term Care* to assist consumers in making informed decisions when selecting a nursing home for themselves, a family member, or a friend.

This report presents the 2012 survey process, statewide and peer group results, as well as trends from 2007 to 2012. Participating nursing homes with a sufficient response rate receive a customized report that presents results specific to that facility, identifying areas where a nursing home excels or areas where improvement is needed.

The 2012 Nursing Facility Family Survey results highlights are:

- The statewide average rating for the overall care received was 8.3 out of a possible 10.0.
- In 2012, 90% of responsible parties indicated that they would recommend the nursing home about which they were surveyed.
- The highest ranking domain is Staff and Administration of the Nursing Home with an average score of 3.7 (on scale of 1 to 4). The lowest ranking domain is Physical Aspects of the Nursing Home with an average score of 3.4.

II. Description of Sample

All nursing facilities in Maryland with one or more residents that had a 90 day stay or longer as of January 6, 2012 were included in the sample. All nursing homes were asked to provide a list of the designated responsible parties of each of their current residents. A responsible party is often a family member, such as a spouse, child, or sibling, but can also be someone who is unrelated to the resident.

It is important to note that responsible parties of residents with a stay of less than 90 days did not participate in this survey, so the experience and satisfaction of the responsible parties of nursing facility residents with short-term skilled nursing care or rehabilitation needs are not captured by the results of the family survey.

A survey packet consisting of a letter explaining the purpose of the survey and requesting participation, as well as the actual questionnaire and a postage-paid business reply envelope was sent to each designated responsible party whose resident(s) met the eligibility criteria.

III. Summary of Survey Methods

All of the 224 nursing facilities throughout the State of Maryland submitted a responsible party list in 2012. Using the exclusion criteria below, programs were developed to identify which responsible parties and residents met the requirement for inclusion in the survey.

- Date of admission is after January 6, 2012
- Resident and the responsible party are the same
- No responsible party is listed
- Address for responsible party is incomplete or insufficient for mailing
- The contact address for the responsible party is a nursing home
- The responsible party's address is outside the United States

The list obtained after exclusions became the mailing list used to contact potential respondents. In all, surveys were mailed to 16,150 responsible parties. The first survey packet was mailed on April 6, 2012. A follow-up reminder postcard was sent on April 16, 2012, approximately 10 days following the initial mailing.

A second survey packet was sent to those who had not yet responded to the survey on May 11, 2012. Follow-up telephone calls were made to responsible parties from specific facilities with a response rate of 50% or less to maximize the response rates and obtain completed surveys. Follow-up calls began on May 22, 2012 and ended on June 12, 2012. Calls were conducted from 9 AM to 9 PM on weekdays.

A total of 8,901 eligible surveys were received through June 11, 2012 out of 16,150 mailed, resulting in a final response rate of 56.7% for all facilities. Table A below summarizes the final 2012 Maryland Nursing Facility Family Survey sample.

Table A: 2012 Maryland Nursing Facility Family Survey Sample Summary

	Total Participating Facilities	Total Surveys Mailed	Total Eligible Respondents	Response Rate*
2012 Maryland Nursing Facility Family Survey	224	16,150	8,901	56.7%

*The response rate is calculated by dividing the number of eligible respondents by the total number of surveys mailed minus the number of undeliverable surveys.

IV. Description of Survey Instrument

The designated responsible parties were asked to complete a survey about their experience and satisfaction with the facility and care provided to residents. The 2012 survey contained 2 overall measures of satisfaction and 17 items which assessed five domains or aspects of residents' life and care:

1. Staff and Administration of the Nursing Home
2. Care Provided to Residents
3. Food and Meals
4. Autonomy and Residents' Rights
5. Physical Aspects of the Nursing Home

Within each domain, respondents rated different aspects of the resident's life and care.

V. How to Read and Interpret the Results

This report contains tables and charts that display the average statewide ratings and ratings for three peer groups (region in the state, facility size and ownership type) for each of the five domains and the two overall measures. For each domain, a bar chart and table that display ratings by peer group are presented. The ratings were calculated by adding the rating given by each individual who responded to the question divided by the total number of responses.

Domain level ratings in the report are presented as averages on a scale of 1 to 4. The domain ratings are calculated by averaging the ratings on the 4-point scale (where 1=Never, 2=Sometimes, 3=Usually, and 4=Always) across all the valid questions within that domain. The overall experience rating is presented as an average on a 1 to 10 scale. The overall

recommendation rating is presented by percentage of respondents recommending the nursing home.

The survey item ratings are the average of a sample of respondents (that is, not the entire population of respondents) and as in any survey, there is a margin of error associated with the estimates. Determination of the actual average rating would require surveying the entire population of responsible parties.

To assist readers in better understanding results, this report also includes tests of statistically significant differences. These tests are designed to help determine whether individual peer group scores are higher or lower than the statewide scores. You can see this statistic under the column heading “Diff” in the tables. Areas where the peer group score is significantly higher than the state will contain an up arrow (↑). Areas where the peer group has a significantly lower score will contain a down arrow (↓). These comparisons are made using 95% confidence intervals.

For negatively worded questions, where “Never” was the positive answer, for the purposes of reporting results, the responses were recorded so that 4=Never, 3=Sometimes, 2=Usually, and 1=Always so the higher number represents greater satisfaction. An example of such a question is Question 14: “In the past 6 months, how often, if at all, did you help with toileting because the nurses or nursing assistants either were not available or made him or her wait too long?”

A low domain score indicates a low level of experience or satisfaction within a particular aspect of care and life, such as physical aspects of the nursing home, while a high score indicates a high level of experience or satisfaction. For example, a domain with a low score relative to a peer group or other domains may identify a high priority improvement opportunity.

The majority of scores presented in this report are on the high end of the rating scale (above a 3). The obvious question is, “is a score good or bad?” It is not unusual for scores to be skewed to the positive because consumers are generally satisfied with the personal care their relatives receive. However, there is always room for improvement, especially when comparing scores in relation to one another.

For reference, the peer groups used in this report are:

Region of the State	Licensed Bed Size Counts	Ownership Type
Western Maryland	80 or fewer beds	Non-Profit
Montgomery County	81 - 120 beds	For Profit
Southern Maryland	121 - 160 beds	
Central Maryland	161+ beds	
Eastern Shore		

VI. Domain Ratings

Table 1 shows the statewide domain scores for the years 2007 to 2012; this allows the five domains to be directly compared to each other across the five years of survey administration. Results for 2007 to 2012 are also shown in Figure 1. Items rated on a scale of 1-4; higher scores are better.

Figure 1. 2007-2012 Statewide Domain Scores

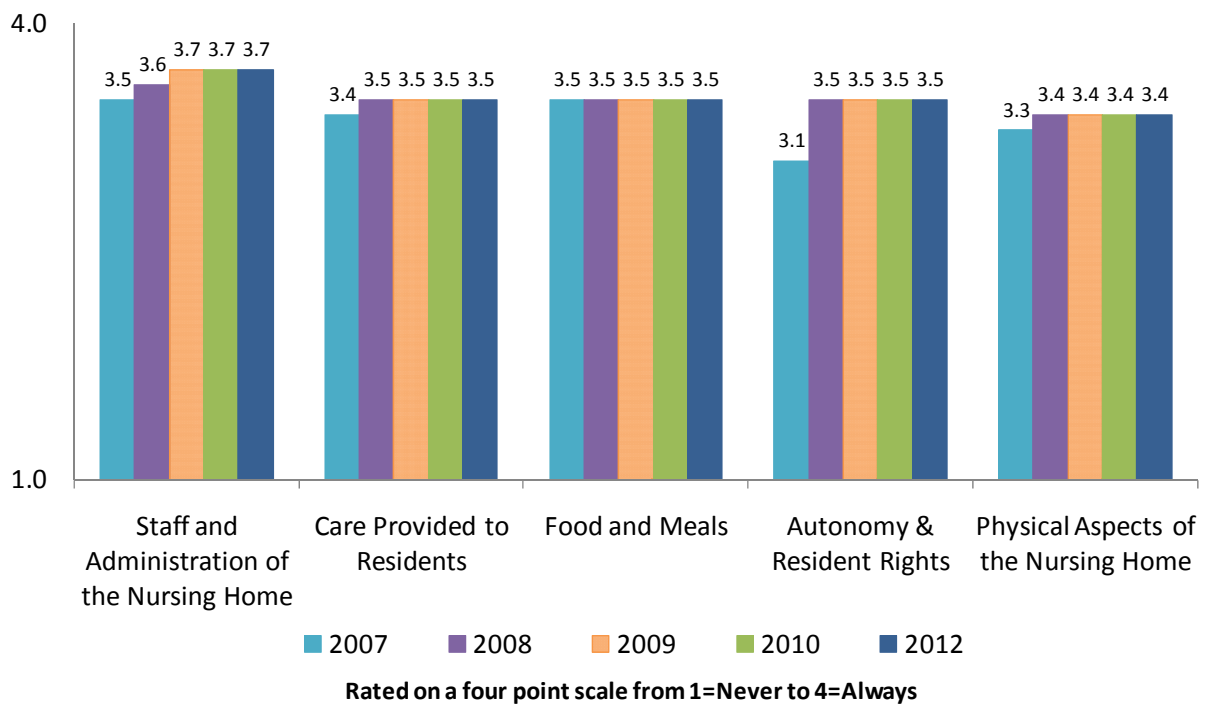


Table 1. 2007-2012 Statewide Domain Scores

DOMAIN	2007	2008	2009	2010	2012
Staff and Administration of the Nursing Home	3.5	3.6	3.7	3.7	3.7
Care Provided to Residents	3.4	3.5	3.5	3.5	3.5
Food and Meals	3.5	3.5	3.5	3.5	3.5
Autonomy & Resident Rights	3.1	3.5	3.5	3.5	3.5
Physical Aspects of the Nursing Home	3.3	3.4	3.4	3.4	3.4

No statistical comparisons made between 2010 and 2012 due to incomplete information from 2010.

Figure 2. 2012 Domain Scores by Region

Items rated on a scale of 1-4; higher scores are better.

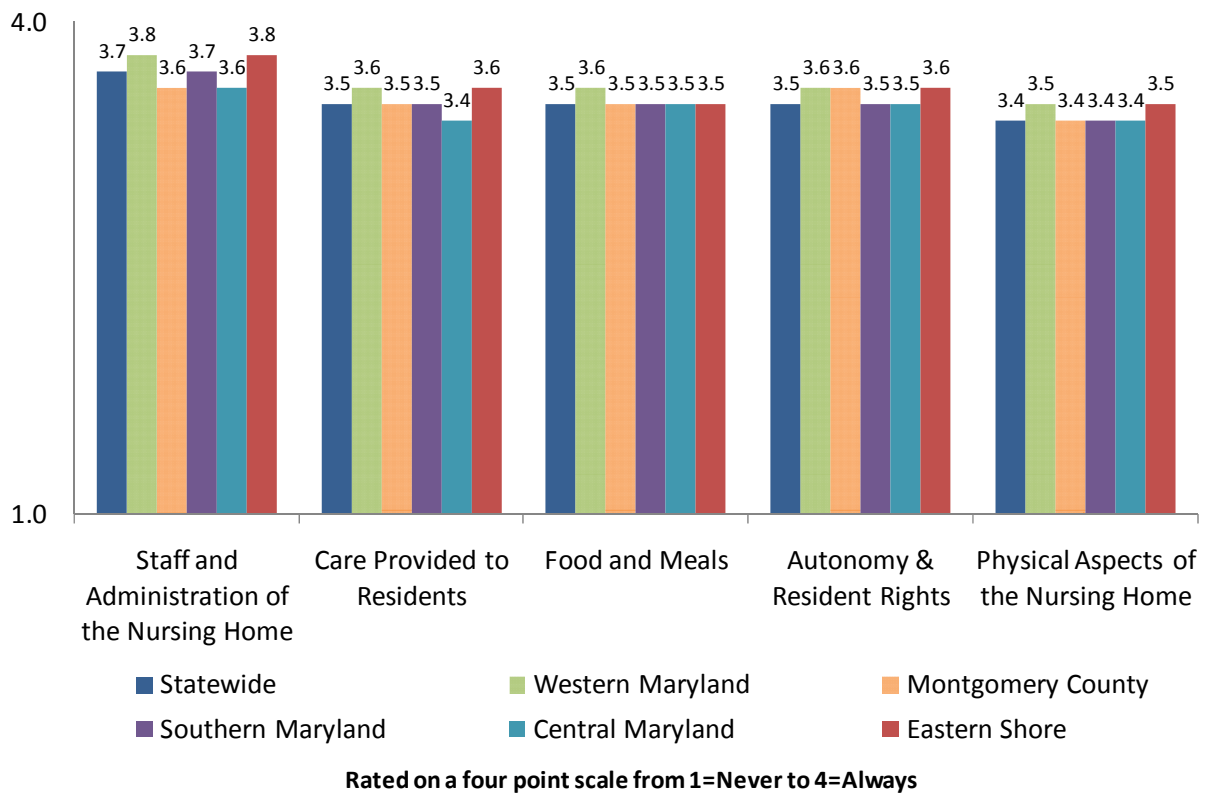


Table 2. 2012 Domain Scores by Region

DOMAIN	Statewide Score	Region									
		Western Maryland		Montgomery County		Southern Maryland		Central Maryland		Eastern Shore	
		Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Staff and Administration of the Nursing Home	3.7	3.8	↑	3.6	↓	3.7		3.6	↓	3.8	↑
Care Provided to Residents	3.5	3.6	↑	3.5		3.5		3.4	↓	3.6	↑
Food and Meals	3.5	3.6	↑	3.5		3.5		3.5		3.5	
Autonomy & Resident Rights	3.5	3.6	↑	3.6	↑	3.5		3.5		3.6	↑
Physical Aspects of the Nursing Home	3.4	3.5	↑	3.4		3.4		3.4		3.5	↑

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2012, a down arrow (↓) indicates the peer group score is significantly lower for 2012 (at 95% confidence). Blank cells indicate no difference.

Figure 3. 2012 Domain Scores by Bed Size

Items rated on a scale of 1-4; higher scores are better.

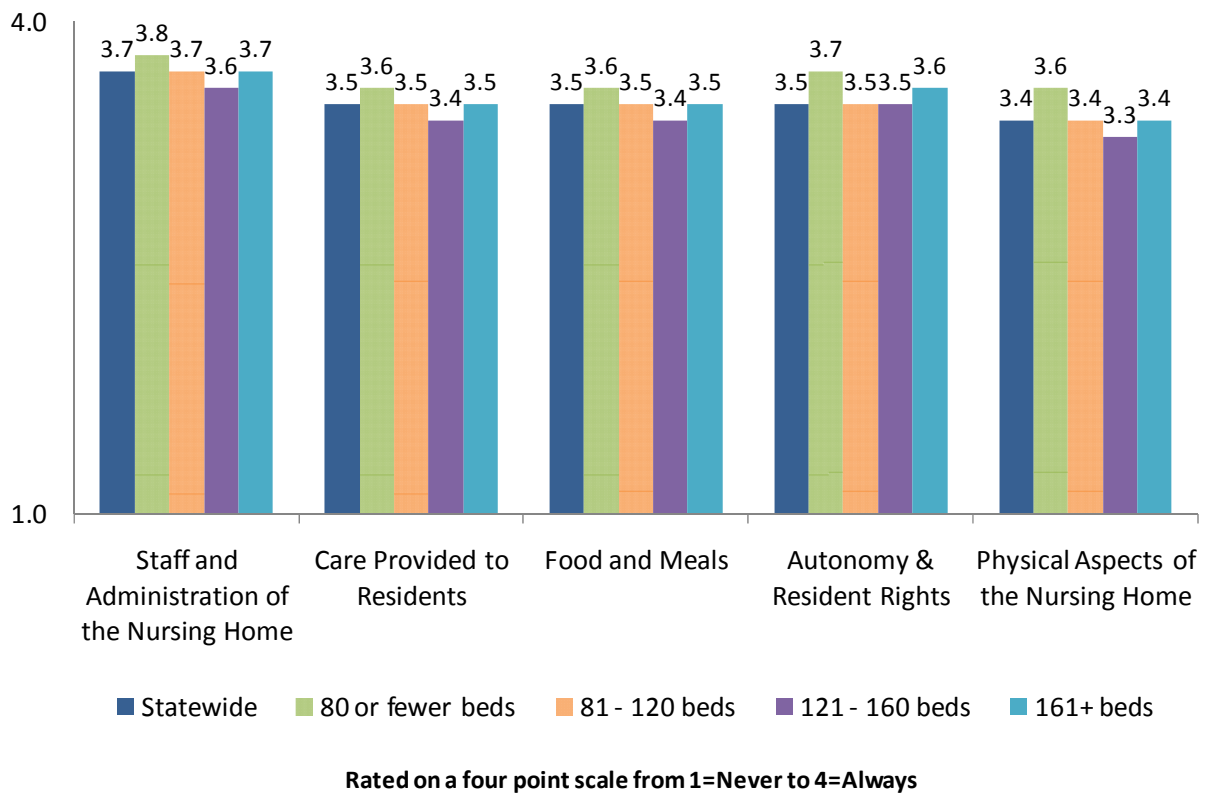


Table 3. 2012 Domain Scores by Bed Size

	Statewide	Bed Size Category							
		80 or fewer beds		81 - 120 beds		121 - 160 beds		161+ beds	
DOMAIN	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Staff and Administration of the Nursing Home	3.7	3.8	↑	3.7		3.6	↓	3.7	
Care Provided to Residents	3.5	3.6	↑	3.5		3.4	↓	3.5	
Food and Meals	3.5	3.6	↑	3.5		3.4	↓	3.5	
Autonomy & Resident Rights	3.5	3.7	↑	3.5		3.5		3.6	
Physical Aspects of the Nursing Home	3.4	3.6	↑	3.4		3.3	↓	3.4	

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2012, a down arrow (↓) indicates the peer group score is significantly lower for 2012 (at 95% confidence). Blank cells indicate no difference.

Figure 4. 2012 Domain Scores by Ownership Type

Items rated on a scale of 1-4; higher scores are better.

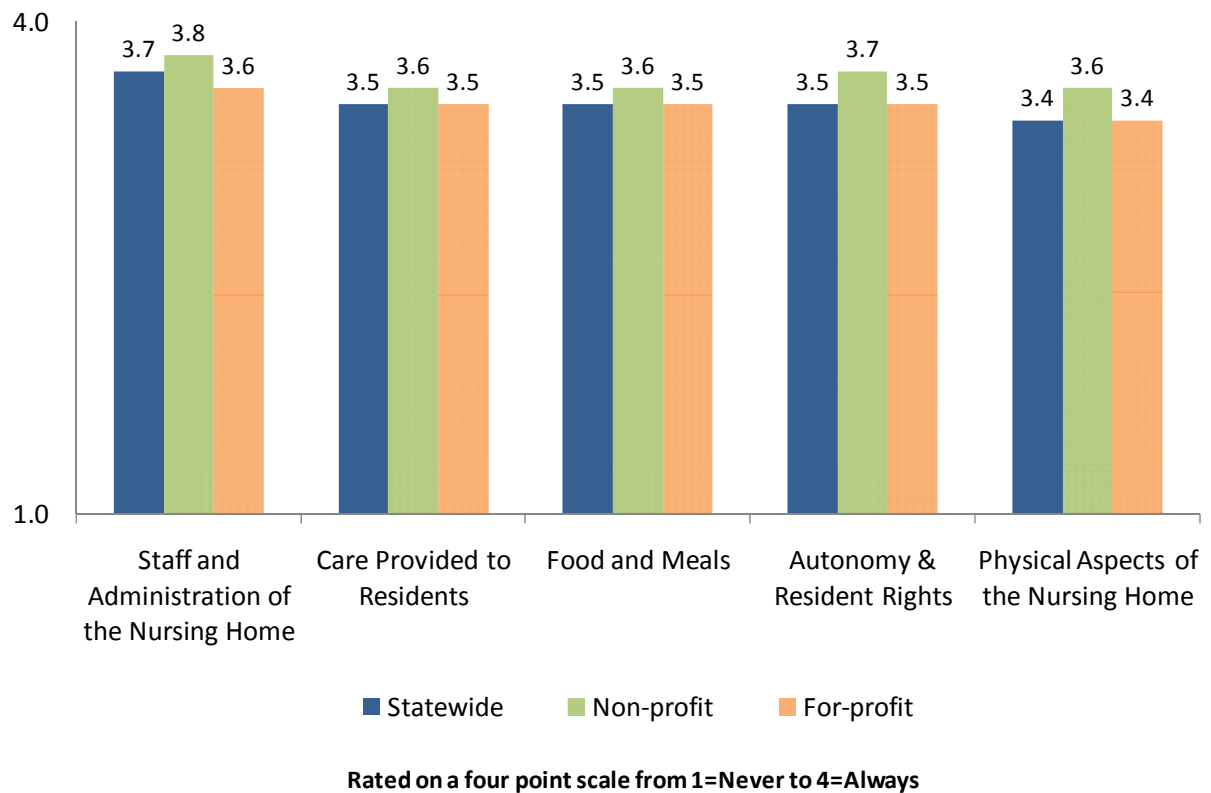


Table 4. 2012 Domain Scores by Ownership Type

DOMAIN	Statewide Score	Ownership Type			
		Non-profit Score	Non-profit Diff	For-profit Score	For-profit Diff
Staff and Administration of the Nursing Home	3.7	3.8	↑	3.6	↓
Care Provided to Residents	3.5	3.6	↑	3.5	
Food and Meals	3.5	3.6	↑	3.5	
Autonomy & Resident Rights	3.5	3.7	↑	3.5	
Physical Aspects of the Nursing Home	3.4	3.6	↑	3.4	

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2012, a down arrow (↓) indicates the peer group score is significantly lower for 2012 (at 95% confidence). Blank cells indicate no difference.

VII. Overall Experience Ratings

Two questions were included in the survey to assess a responsible party's overall experience and satisfaction with the nursing facility. The first item asked respondents to rate the care received at the nursing facility on a scale of 1 to 10 (with "1" being the worst possible care and "10" being the best possible care). Overall ratings were calculated by adding the rating given by each individual who responded to the question divided by the total number of responses.

The second overall experience and satisfaction item is the percentage of respondents answering "Definitely Yes" or "Probably Yes" to whether they would recommend the nursing facility.

Table 5 and Figure 5 display the statewide results for the two overall experience questions from 2007 to 2012; this allows the two overall questions to be compared over the five years of survey administration. Results by peer group for 2012 are included in Tables 6-8 and Figures 6-8.

As with the individual domains, each overall measure of satisfaction contains comparisons between the state and peer groups. Significant differences are noted in the tables with an up arrow (↑) when the peer group score is significantly higher than the state; or a down arrow (↓) when the peer group is significantly lower. Blank cells indicate no difference.

Figure 5. 2007-2012 Statewide Overall Ratings

Overall rating of care scale used is from 1-10; higher scores are better.

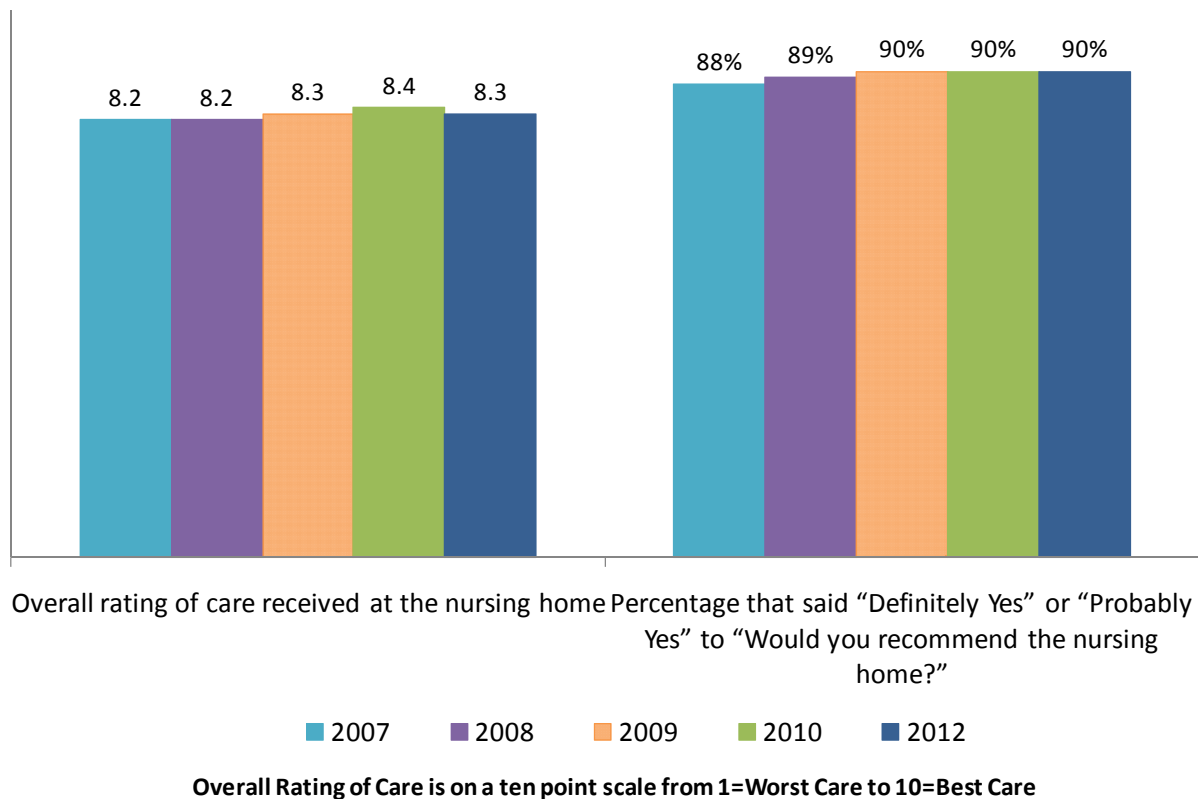


Table 5. 2007-2012 Statewide Overall Ratings

	2007	2008	2009	2010	2012
Overall rating of care received at the nursing home	8.2	8.2	8.3	8.4	8.3
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	88%	89%	90%	90%	90%

No statistical comparisons made between 2010 and 2012 due to incomplete information from 2010.

Figure 6. 2012 Overall Ratings by Region

Overall rating of care scale used is from 1-10; higher scores are better.

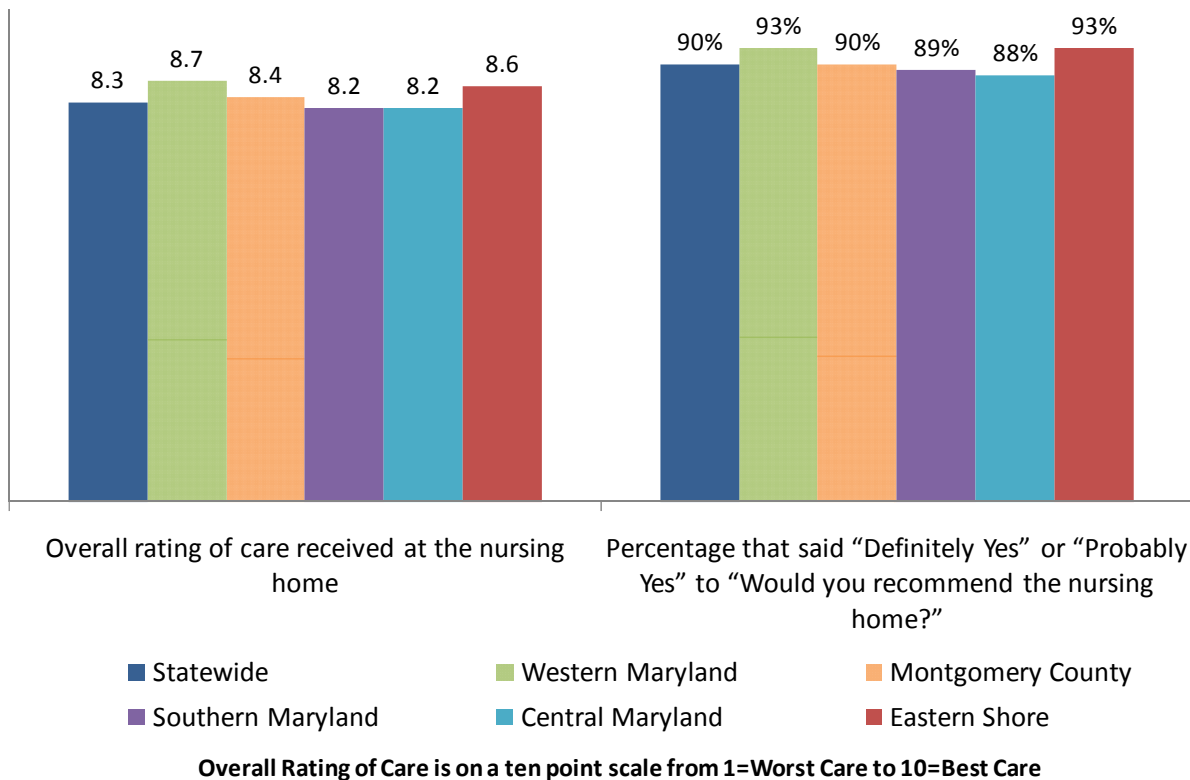


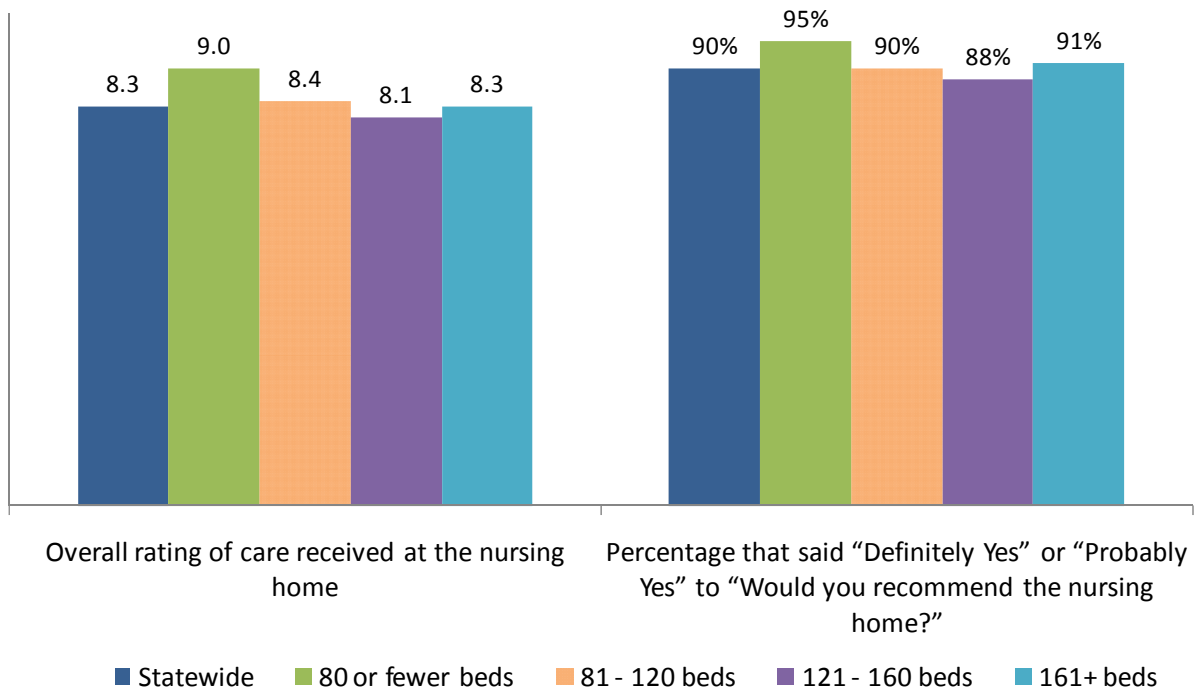
Table 6. 2012 Overall Ratings by Region

	Statewide	Region									
		Western Maryland		Montgomery County		Southern Maryland		Central Maryland		Eastern Shore	
		Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Overall rating of care received at the nursing home	8.3	8.7	↑	8.4		8.2	↓	8.2	↓	8.6	↑
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	90%	93%	↑	90%		89%	↓	88%	↓	93%	↑

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2012, a down arrow (↓) indicates the peer group score is significantly lower for 2012 (at 95% confidence). Blank cells indicate no difference.

Figure 7. 2012 Overall Ratings by Bed Size

Overall rating of care scale used is from 1-10; higher scores are better.



Overall Rating of Care is on a ten point scale from 1=Worst Care to 10=Best Care

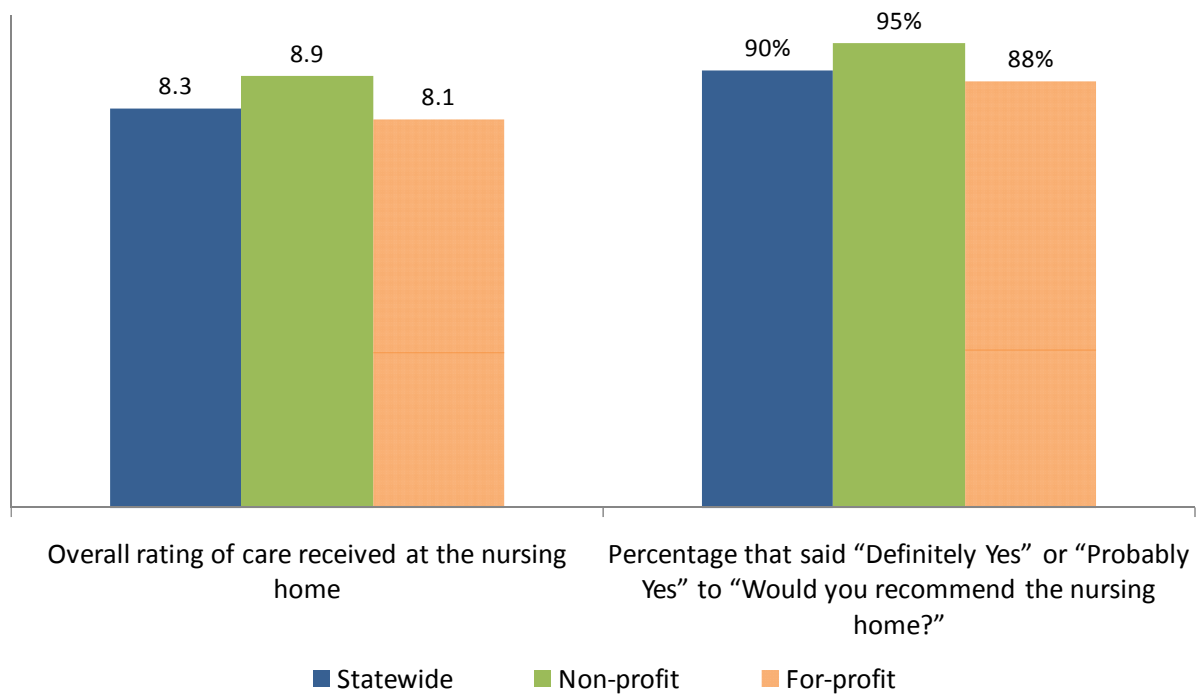
Table 7. 2012 Overall Ratings by Bed Size

	Statewide	Bed Size Category							
		80 or fewer beds		81 - 120 beds		121 - 160 beds		161+ beds	
	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Overall rating of care received at the nursing home	8.3	9.0	↑	8.4	↑	8.1	↓	8.3	
Percentage that said “Definitely Yes” or “Probably Yes” to “Would you recommend the nursing home?”	90%	95%	↑	90%		88%	↓	91%	

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2012, a down arrow (↓) indicates that the peer group is significantly lower for 2012 (at 95% confidence). Blank cells indicate no difference.

Figure 8. 2012 Overall Ratings by Ownership Type

Overall rating of care scale used is from 1-10; higher scores are better.



Overall Rating of Care is on a ten point scale from 1=Worst Care to 10=Best Care

Table 8. 2012 Overall Ratings by Ownership Type

	Statewide	Ownership Type			
		Non-profit	For-profit		
	Score	Score	Diff	Score	Diff
Overall rating of care received at the nursing home	8.3	8.9	↑	8.1	↓
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	90%	95%	↑	88%	↓

An up arrow (↑) indicates that the peer group has a significantly higher average score than the state for 2012, a down arrow (↓) indicates that the peer group is significantly lower for 2012 (at 95% confidence). Blank cells indicate no difference.