



2013 Maryland Nursing Facility Short Stay Resident 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. In 2010 the MHCC expanded the initiative to collect information about the experience of nursing home residents with a short stay in the nursing home. In collaboration with the Agency for Healthcare Research and Quality (AHRQ) Consumer Assessment of Healthcare Providers and Systems (CAHPS) team, a short stay resident experience of care survey was introduced. The project's specific objectives are to provide: (1) measures of short-stay residents' experience and satisfaction; (2) comparisons of experience and satisfaction measures between nursing facilities in Maryland; and (3) comparisons between nursing home peer groups.

Survey results from a Short Stay pilot were sent to facilities in 2010 and the survey process was repeated again in 2012. The purpose of this report is to present the 2013 survey process and statewide results for 2013. Comparisons to the 2012 survey results are provided where applicable.

The 2013 Nursing Facility Short Stay Resident Survey results highlights are:

- The 2013 statewide overall rating average was 7.9 out of a possible 10.0.
- The 2013 statewide average rating for the overall care by staff was 8.0 out of a possible 10.0.
- Statewide, 83% of residents indicated that they would recommend the facility about which they were surveyed.

II. Description of Sample

The Short Stay Resident Survey consisted of 77 nursing facilities in Maryland that had one or more residents with a stay of at least 5 days but less than 100 days. These facilities provided a list of residents who met the length of stay criteria and were discharged alive between September 1, 2012 and February 8, 2013. All 77 facilities provided a list that had at least one resident who met the eligibility criteria.

It is important to note that nursing home residents with stays of 100 days or longer did not participate in this survey, so the experience and satisfaction of residents with long term nursing care or rehabilitation needs are not captured by the results of the Short Stay Resident 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 resident who met the eligibility criteria.

III. Summary of Survey Methods

A total of 77 nursing facilities throughout the state of Maryland submitted a resident list for the Short Stay Resident Survey. Using the exclusion criteria below, programs were developed to identify which residents met the requirement for inclusion in the survey.

- Stay was less than 5 days or greater than 100 days
- Address for resident is incomplete or insufficient for mailing
- Resident was discharged to a nursing home or health care facility
- Resident's address is outside the United States
- Resident is deceased

The list obtained after exclusions became the mailing list used to contact potential respondents. In all, surveys were mailed to 6,973 residents. The first survey packet was mailed on March 14, 2013. A follow-up reminder postcard was sent on March 22, 2013, approximately one week following the initial mailing.

A second survey packet was sent on April 19, 2013 to those who had not yet responded to the survey. Follow-up telephone calls were made to residents from all facilities to maximize the response rates and obtain completed surveys. Follow-up calls began on May 6, 2013 and ended on June 8, 2013. Calls were conducted from 9 AM to 9 PM on weekdays.

A total of 3,381 eligible surveys were received through June 8, 2013 out of 6,973 mailed, resulting in a final response rate of 50.8% for all facilities. A total of 84% of all surveys were completed by mail and 16% were completed over the telephone. Table A below summarizes the final 2013 Maryland Short Stay Resident Survey sample.

Table A: 2013 Maryland Short Stay Resident Survey Sample Summary

| 2013 Maryland Short Stay Resident Survey | Total Participating Facilities | Total Surveys Mailed | Total Eligible Respondents | Response Rate* |
|---|---------------------------------------|-----------------------------|-----------------------------------|-----------------------|
| Overall | 77 | 6,973 | 3,381 | 50.8% |

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

IV. Description of Survey Instrument

Respondents were asked to complete a survey about their experience and satisfaction with the facility and care provided to them during their stay. The MHCC slightly modified the survey instrument developed by the Agency for Healthcare Research and Quality (AHRQ) Consumer Assessment of Healthcare Providers and Systems (CAHPS) team as described below. The 2013 survey consisted of 52 questions: 39 relating to the stay in the nursing facility, 4 about leaving the nursing home, 2 concerning available assistance for completing the survey, 5 about the demographics of the resident and 2 about the survey itself.

Six questions in the 2012 survey were removed from the 2013 survey with the goal of simplifying and streamlining the questionnaire. They are:

- When you were in the nursing home, did you have a roommate?
- Think about how you felt about your life when you were in the nursing home. What number would you use to rate your life then?
- What number would you use to rate how well your discharge needs were met?
- When you were in the nursing home, how often did you feel worried?
- When you were in the nursing home, how often did you feel happy?
- In general, how would you rate your overall health?

V. How to Read and Interpret the Results

This report contains tables and charts that display statewide results for every question in the survey. For the purposes of reporting, questions covering similar topics are grouped together to form the seven areas shown below. These groups do not represent formal domains which are calculated for the Maryland family survey, and no composite scores are reported for these item groups:

- Facility Environment
- Care Provided
- Respect and Communication
- Autonomy
- Personal Choice and Activities
- Care Transition
- Overall Care

Sixteen of the 43 questions about the facility are rated on a 0 to 10 scale, with 0 being “Worst” and 10 being “Best.” For the items rated on a 0 to 10 scale, the rating shown in the tables represents the average score (i.e., the ratings provided by each respondent are added together then divided by the total number of responses to the question).

Twenty-seven of the 43 questions about the facility are rated on a "Yes" or "No" scale with some questions also including an option for "Sometimes." In the bar graphs and tables in Part VI, the percentages reported for questions with "Yes/No" or "Yes/No/Sometimes" responses represent those responding affirmatively to a question (typically this is the percentage "Yes"). Certain questions are worded so that a "No" response is the desirable answer. An example of this is Question 22: "When you were in the nursing home, were you bothered by noise during the day?" In this case, the percentage of "No" responses is reported. Appendix B has a table with all "Yes," "No" or "Sometimes" responses broken out for those questions.

It is important to consider the distribution of "Yes," "No" and "Sometimes" responses. A "Sometimes" response can have different meanings. For example, Question 31 asks: "When you were in the nursing home, was there a pitcher of water or something to drink where you could reach it by yourself?" A "Yes" response to this question is a positive response. A "Sometimes" response to this question, while not optimal, is better than a "No" response.

The survey item ratings are based on 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 residents.

In section VI that follows, the bar graphs and tables show the 2012 and 2013 statewide scores. To assist in understanding the results, this report also includes tests of statistically significant differences. These tests are designed to help determine if the statewide score has significantly increased or decreased over the past year. This statistic is displayed under the column heading “Diff” in the tables. Areas where the 2013 score is significantly higher than in 2012 will contain an up arrow (↑). Areas where the statewide score is significantly lower will contain a down arrow (↓). Comparisons are made using 95% confidence intervals.

VI. Item-Level Ratings

a. Questions About Facility Environment

Figure 1: Statewide Ratings for Facility Environment

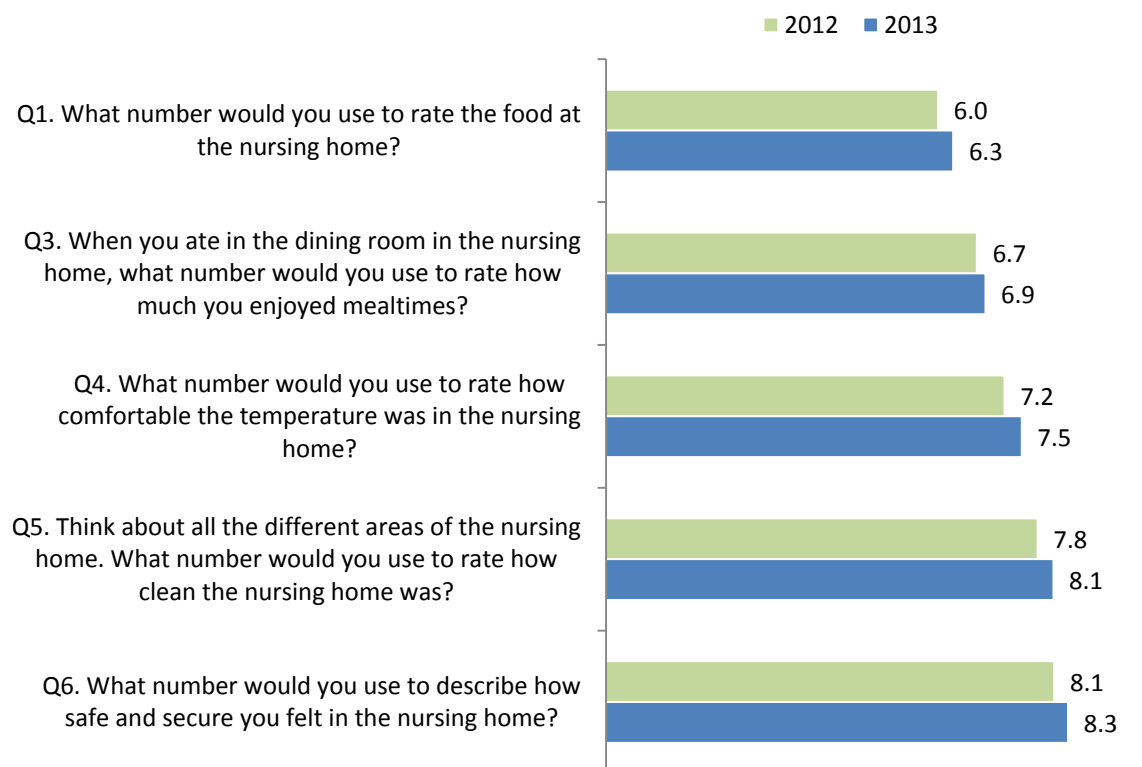


Table 1: Statewide Ratings for Facility Environment

| Question | Statewide | | Diff |
|--|-----------|------|------|
| | 2012 | 2013 | |
| Q1. What number would you use to rate the food at the nursing home? | 6.0 | 6.3 | ↑ |
| Q3. When you ate in the dining room in the nursing home, what number would you use to rate how much you enjoyed mealtimes? | 6.7 | 6.9 | |
| Q4. What number would you use to rate how comfortable the temperature was in the nursing home? | 7.2 | 7.5 | ↑ |
| Q5. Think about all the different areas of the nursing home. What number would you use to rate how clean the nursing home was? | 7.8 | 8.1 | ↑ |
| Q6. What number would you use to describe how safe and secure you felt in the nursing home? | 8.1 | 8.3 | ↑ |

Averages are rated on a scale of 0-10. Higher ratings are better.

An up arrow (↑) indicates that the 2013 statewide score is statistically significantly higher compared to the score in 2012; a down arrow (↓) indicates that the statewide score is significantly lower (at 95% confidence).

a. Questions About Facility Environment (continued)

Figure 2: Statewide Ratings for Facility Environment

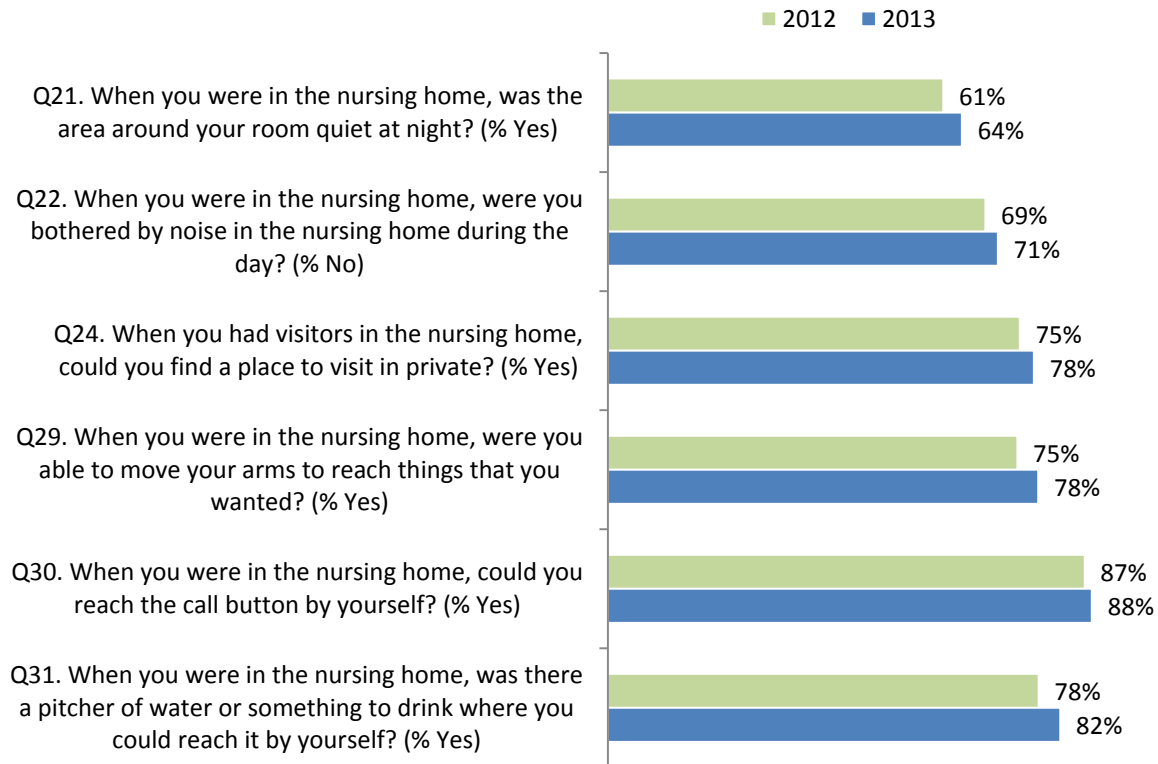


Table 2: Statewide Ratings for Facility Environment

| Question | Statewide | | Diff |
|--|-----------|------|------|
| | 2012 | 2013 | |
| Q21. When you were in the nursing home, was the area around your room quiet at night? (% Yes) | 61% | 64% | ↑ |
| Q22. When you were in the nursing home, were you bothered by noise in the nursing home during the day? (% No) | 69% | 71% | |
| Q24. When you had visitors in the nursing home, could you find a place to visit in private? (% Yes) | 75% | 78% | ↑ |
| Q29. When you were in the nursing home, were you able to move your arms to reach things that you wanted? (% Yes) | 75% | 78% | ↑ |
| Q30. When you were in the nursing home, could you reach the call button by yourself? (% Yes) | 87% | 88% | |
| Q31. When you were in the nursing home, was there a pitcher of water or something to drink where you could reach it by yourself? (% Yes) | 78% | 82% | ↑ |

An up arrow (↑) indicates that the 2013 statewide score is statistically significantly higher compared to the score in 2012; a down arrow (↓) indicates that the statewide score is significantly lower (at 95% confidence).

b. Questions About Care Provided

Figure 3: Statewide Ratings for Care Provided

Thinking about when you were in the nursing home, what number would you use to rate...

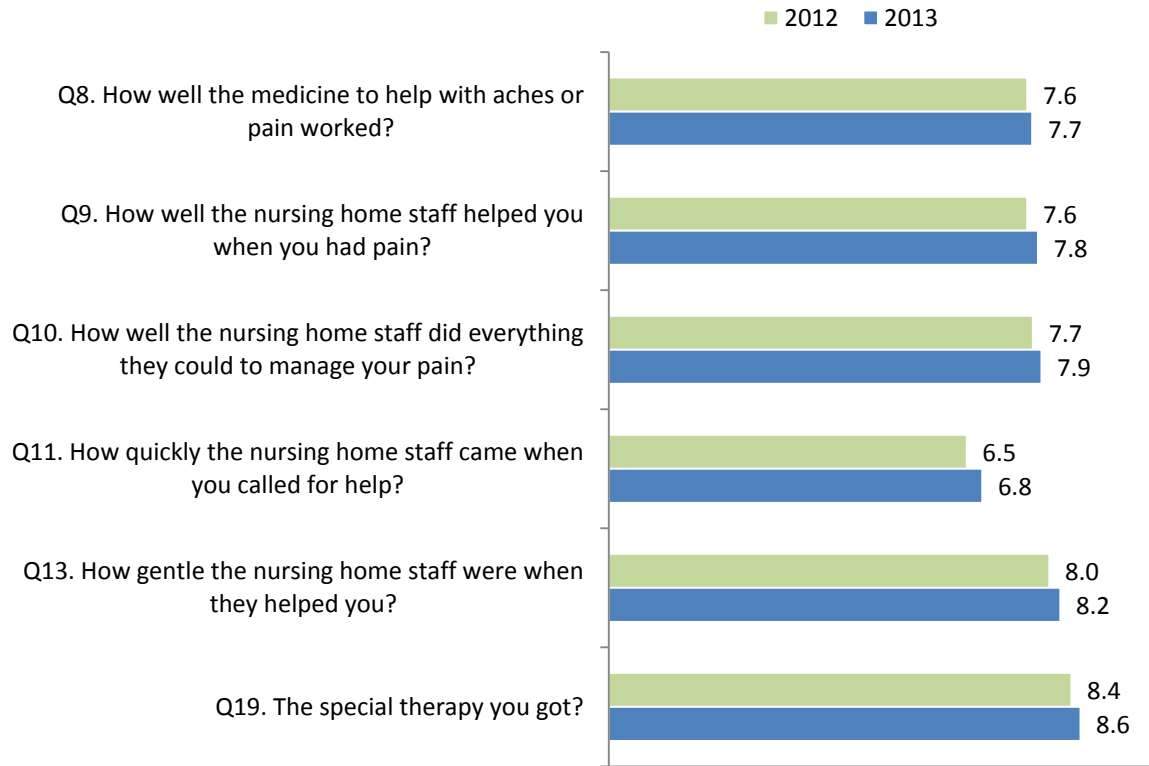


Table 3: Statewide Ratings for Care Provided

| Thinking about when you were in the nursing home, what number would you use to rate... | Statewide | | Diff |
|--|-----------|------|------|
| | 2012 | 2013 | |
| Q8. How well the medicine to help with aches or pain worked? | 7.6 | 7.7 | |
| Q9. How well the nursing home staff helped you when you had pain? | 7.6 | 7.8 | |
| Q10. How well the nursing home staff did everything they could to manage your pain? | 7.7 | 7.9 | ↑ |
| Q11. How quickly the nursing home staff came when you called for help? | 6.5 | 6.8 | ↑ |
| Q13. How gentle the nursing home staff were when they helped you? | 8.0 | 8.2 | ↑ |
| Q19. The special therapy you got? | 8.4 | 8.6 | |

Averages are rated on a scale of 0-10. Higher ratings are better.

An up arrow (↑) indicates that the 2013 statewide score is statistically significantly higher compared to the score in 2012; a down arrow (↓) indicates that the statewide score is significantly lower (at 95% confidence).

b. Questions About Care Provided (continued)

Figure 4: Statewide Ratings for Care Provided

Thinking about when you were in the nursing home...

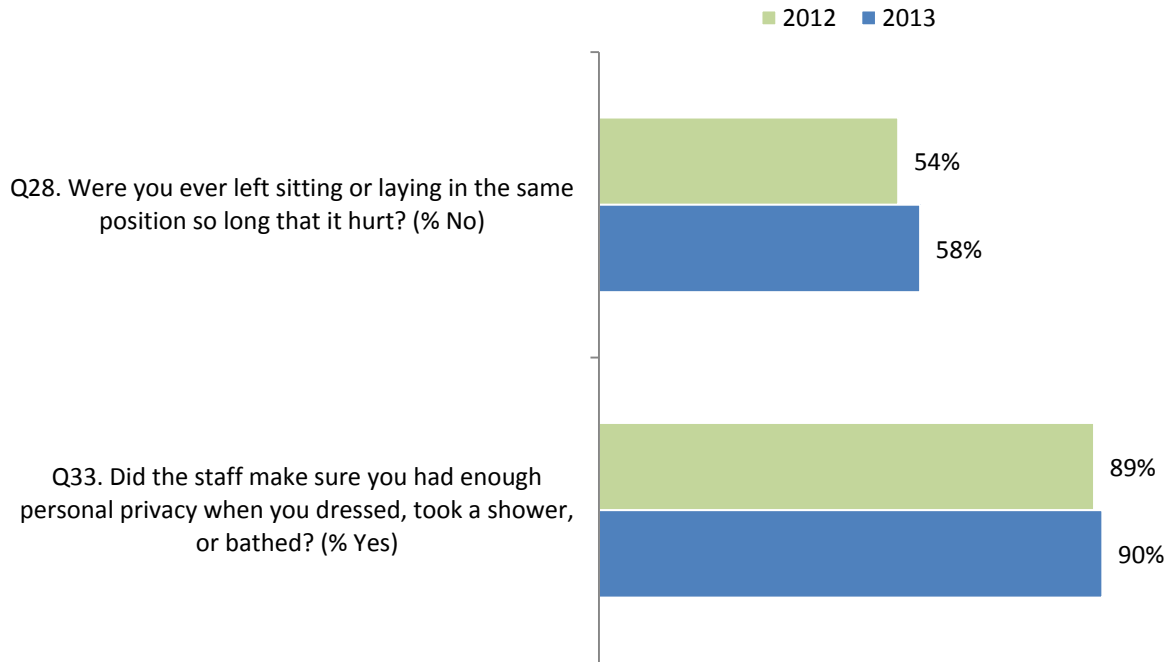


Table 4: Statewide Ratings for Care Provided

| Thinking about when you were in the nursing home... | Statewide | | Diff |
|--|-----------|------|------|
| | 2012 | 2013 | |
| Q28. Were you ever left sitting or laying in the same position so long that it hurt? (% No) | 54% | 58% | |
| Q33. Did the staff make sure you had enough personal privacy when you dressed, took a shower, or bathed? (% Yes) | 89% | 90% | |

An up arrow (↑) indicates that the 2013 statewide score is statistically significantly higher compared to the score in 2012; a down arrow (↓) indicates that the statewide score is significantly lower (at 95% confidence).

c. Questions About Respect and Communication

Figure 5: Statewide Ratings for Respect and Communication

What number would you use to rate...

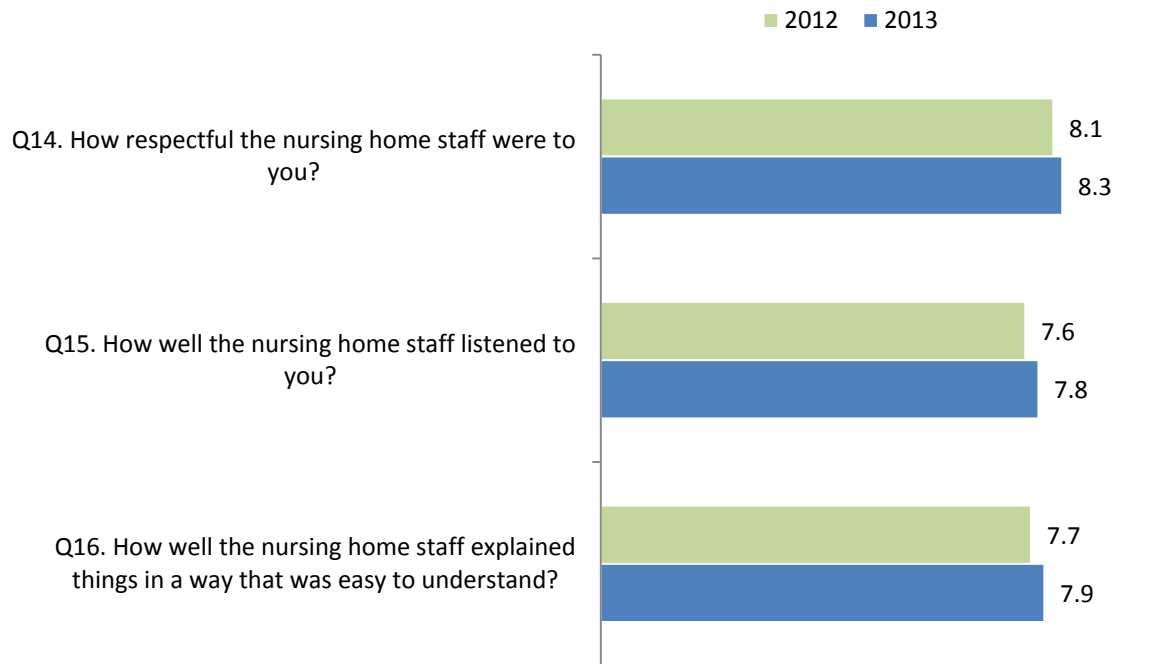


Table 5: Statewide Ratings for Respect and Communication

| What number would you use to rate... | Statewide | | Diff |
|---|-----------|------|------|
| | 2012 | 2013 | |
| Q14. How respectful the nursing home staff were to you? | 8.1 | 8.3 | ↑ |
| Q15. How well the nursing home staff listened to you? | 7.6 | 7.8 | ↑ |
| Q16. How well the nursing home staff explained things in a way that was easy to understand? | 7.7 | 7.9 | ↑ |

Averages are rated on a scale of 0-10. Higher ratings are better.

An up arrow (↑) indicates that the 2013 statewide score is statistically significantly higher compared to the score in 2012; a down arrow (↓) indicates that the statewide score is significantly lower (at 95% confidence).

d. Questions About Autonomy

Figure 6: Statewide Ratings for Autonomy

When you were in the nursing home...

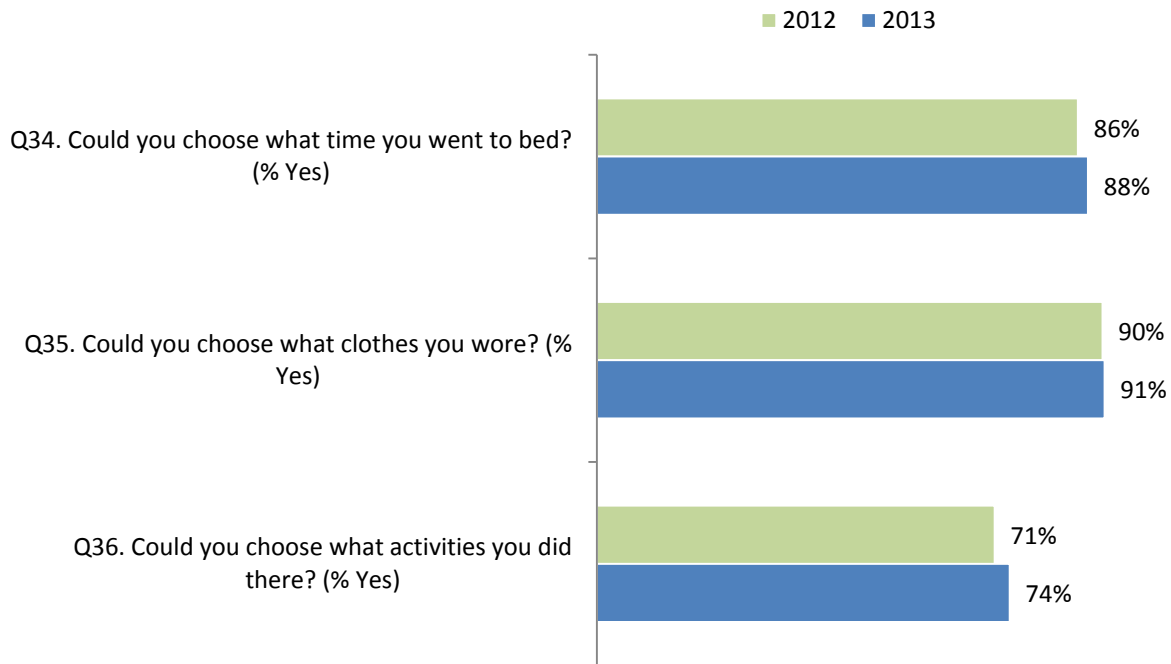


Table 6: Statewide Ratings for Autonomy

| When you were in the nursing home... | Statewide | | Diff |
|--|-----------|------|------|
| | 2012 | 2013 | |
| Q34. Could you choose what time you went to bed? (% Yes) | 86% | 88% | |
| Q35. Could you choose what clothes you wore? (% Yes) | 90% | 91% | |
| Q36. Could you choose what activities you did there? (% Yes) | 71% | 74% | |

An up arrow (↑) indicates that the 2013 statewide score is statistically significantly higher compared to the score in 2012; a down arrow (↓) indicates that the statewide score is significantly lower (at 95% confidence).

e. Questions About Personal Choice and Activities

Figure 7: Statewide Ratings for Personal Choice and Activities

When you were in the nursing home...

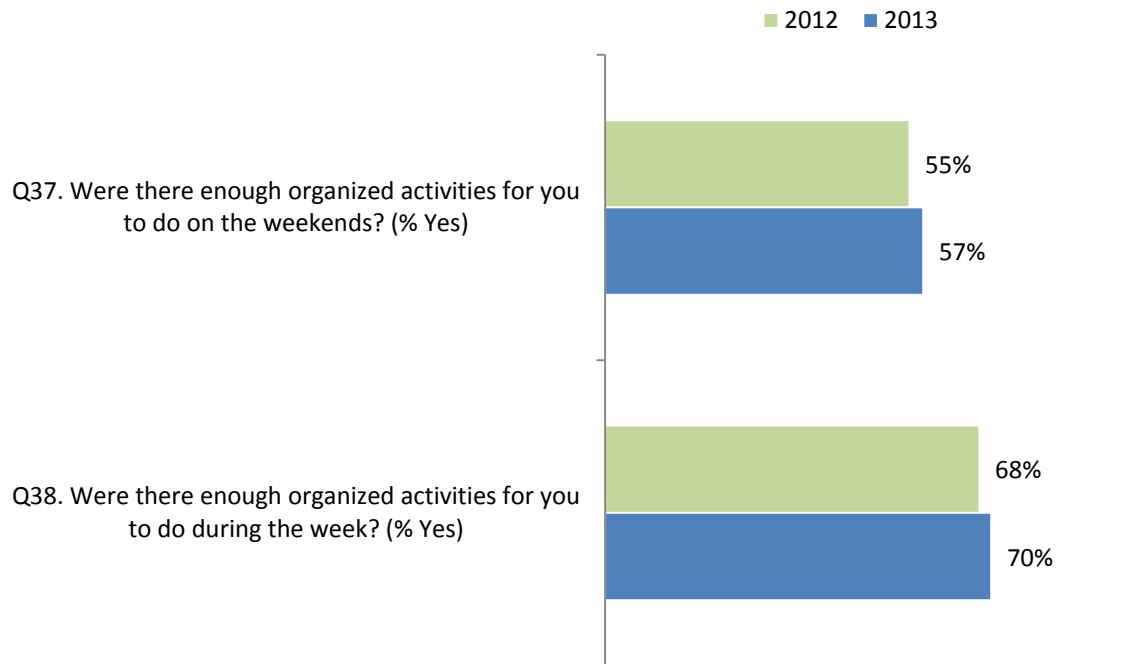


Table 7: Statewide Ratings for Personal Choice and Activities

| When you were in the nursing home... | Statewide | | Diff |
|--|-----------|------|------|
| | 2012 | 2013 | |
| Q37. Were there enough organized activities for you to do on the weekends? (% Yes) | 55% | 57% | |
| Q38. Were there enough organized activities for you to do during the week? (% Yes) | 68% | 70% | |

An up arrow (↑) indicates that the 2013 statewide score is statistically significantly higher compared to the score in 2012; a down arrow (↓) indicates that the statewide score is significantly lower (at 95% confidence).

f. Questions About Care Transition

Figure 8: Statewide Ratings for Care Transition

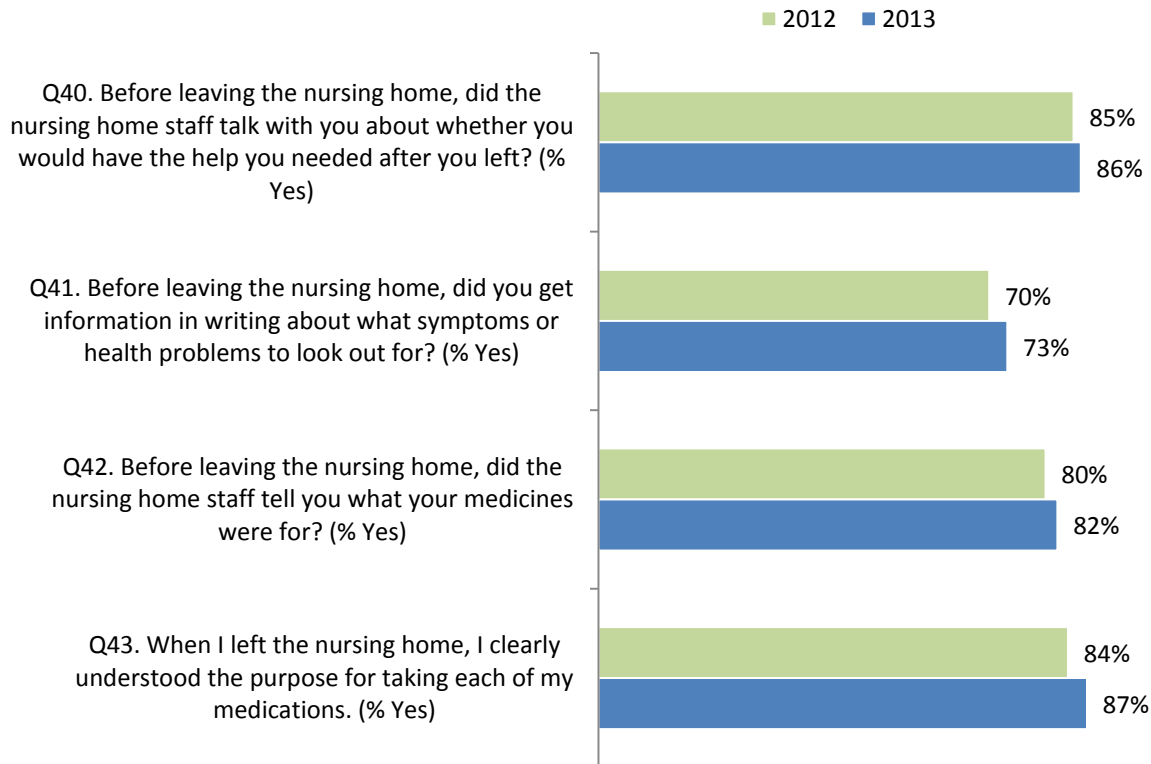


Table 8: Statewide Ratings for Care Transition

| Question | Statewide | | Diff |
|---|-----------|------|------|
| | 2012 | 2013 | |
| Q40. Before leaving the nursing home, did the nursing home staff talk with you about whether you would have the help you needed after you left? (% Yes) | 85% | 86% | |
| Q41. Before leaving the nursing home, did you get information in writing about what symptoms or health problems to look out for? (% Yes) | 70% | 73% | ↑ |
| Q42. Before leaving the nursing home, did the nursing home staff tell you what your medicines were for? (% Yes) | 80% | 82% | |
| Q43. When I left the nursing home, I clearly understood the purpose for taking each of my medications. (% Yes) | 84% | 87% | ↑ |

An up arrow (↑) indicates that the 2013 statewide score is statistically significantly higher compared to the score in 2012; a down arrow (↓) indicates that the statewide score is significantly lower (at 95% confidence).

VII. Overall Experience Ratings

a. Overall Satisfaction

Figure 9 and Table 9 display the items related to overall satisfaction with [HOME] for the year 2013.

Figure 9: Statewide Ratings for Overall Satisfaction Questions

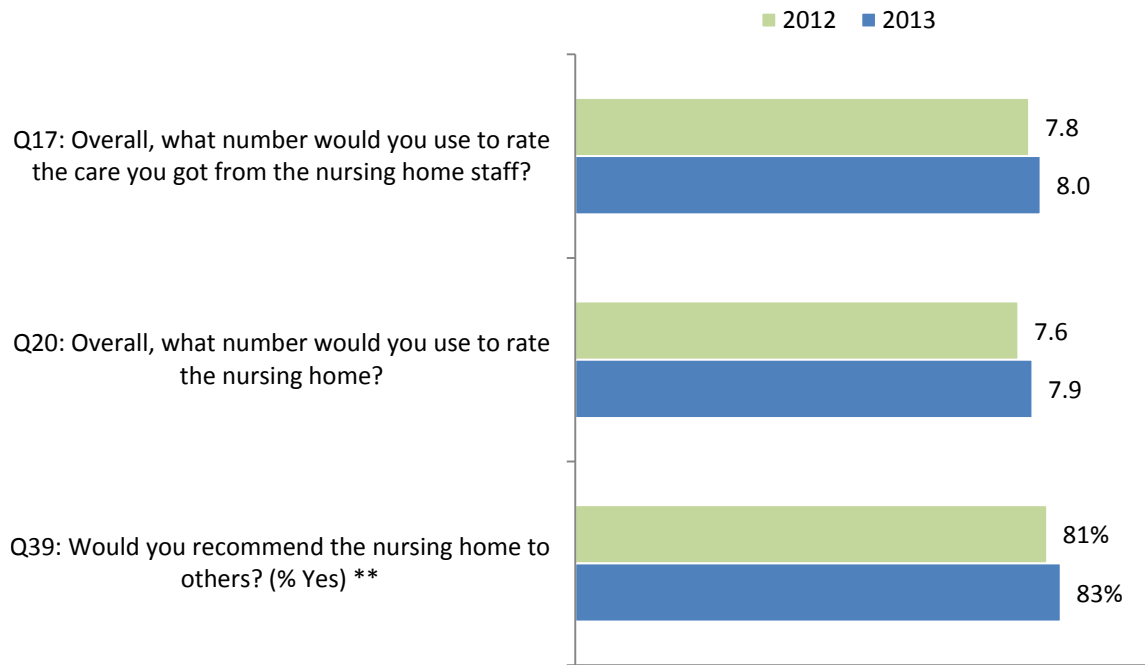


Table 9: Statewide Ratings for Overall Satisfaction Questions

| Question | Statewide | | Diff |
|---|-----------|------|------|
| | 2012 | 2013 | |
| Q17: Overall, what number would you use to rate the care you got from the nursing home staff? | 7.8 | 8.0 | ↑ |
| Q20: Overall, what number would you use to rate the nursing home? | 7.6 | 7.9 | ↑ |
| Q39: Would you recommend the nursing home to others? (% Yes) ** | 81% | 83% | |

Averages are rated on a scale of 0-10. Higher ratings are better.

**Percent "Yes" is a combination of those responding "Probably Yes" and "Definitely Yes."

An up arrow (↑) indicates that the 2013 statewide score is statistically significantly higher compared to the score in 2012; a down arrow (↓) indicates that the statewide score is significantly lower (at 95% confidence).

Appendix A: Summary of Results for All Survey Items

Statewide results for all survey questions

| Question | Statewide | | |
|--|-----------|------|------|
| | 2012 | 2013 | Diff |
| Q1. What number would you use to rate the food at the nursing home? | 6.0 | 6.3 | ↑ |
| Q3. When you ate in the dining room in the nursing home, what number would you use to rate how much you enjoyed mealtimes? | 6.6 | 6.9 | |
| Q4. What number would you use to rate how comfortable the temperature was in the nursing home? | 7.2 | 7.5 | ↑ |
| Q5. Think about all the different areas of the nursing home. What number would you use to rate how clean the nursing home was? | 7.8 | 8.1 | ↑ |
| Q6. What number would you use to describe how safe and secure you felt in the nursing home? | 8.1 | 8.3 | ↑ |
| Q8. Thinking about when you were in the nursing home, what number would you use to rate how well the medicine to help with aches or pain worked? | 7.6 | 7.7 | |
| Q9. What number would you use to rate how well the nursing home staff helped you when you had pain? | 7.6 | 7.8 | |
| Q10. What number would you use to rate how well the nursing home staff did everything they could to manage your pain? | 7.7 | 7.9 | ↑ |
| Q11. What number would you use to rate how quickly the nursing home staff came when you called for help? | 6.5 | 6.8 | ↑ |
| Q12. When you were in the nursing home, did the staff help you get dressed, take a shower, or go to the toilet? (% Yes) | 75% | 75% | |
| Q13. What number would you use to rate how gentle the nursing home staff were when they helped you? | 8.0 | 8.2 | ↑ |
| Q14. What number would you use to rate how respectful the nursing home staff were to you? | 8.1 | 8.3 | ↑ |
| Q15. What number would you use to rate how well the nursing home staff listened to you? | 7.6 | 7.8 | ↑ |
| Q16. What number would you use to rate how well the nursing home staff explained things in a way that was easy to understand? | 7.7 | 7.9 | ↑ |
| Q17: Overall, what number would you use to rate the care you got from the nursing home staff? | 7.8 | 8.0 | ↑ |
| Q19. Thinking about when you were in the nursing home, what number would you use to rate the special therapy you got? | 8.4 | 8.6 | |

Averages are rated on a scale of 0-10. Higher ratings are better.

An up arrow (↑) indicates that the 2013 statewide score is statistically significantly higher compared to the score in 2012; a down arrow (↓) indicates that the statewide score is significantly lower (at 95% confidence).

Statewide results for all survey questions (continued)

| Question | Statewide | | Diff |
|---|-----------|------|------|
| | 2012 | 2013 | |
| Q20: Overall, what number would you use to rate the nursing home? | 7.6 | 7.9 | ↑ |
| Q21. When you were in the nursing home, was the area around your room quiet at night? (% Yes) | 61% | 64% | ↑ |
| Q22. When you were in the nursing home, were you bothered by noise in the nursing home during the day? (% No) | 69% | 71% | |
| Q24. When you had visitors in the nursing home, could you find a place to visit in private? (% Yes) | 75% | 78% | ↑ |
| Q25. When you were in the nursing home, did you visit a doctor for medical care outside the nursing home? (% Yes) | 36% | 35% | |
| Q26. When you were in the nursing home, did you visit a doctor for medical care inside the nursing home? (% Yes) | 53% | 55% | |
| Q28. When you were in the nursing home, were you ever left sitting or laying in the same position so long that it hurt? (% No) | 54% | 58% | |
| Q29. When you were in the nursing home, were you able to move your arms to reach things that you wanted? (% Yes) | 75% | 78% | ↑ |
| Q30. When you were in the nursing home, could you reach the call button by yourself? (% Yes) | 87% | 88% | |
| Q31. When you were in the nursing home, was there a pitcher of water or something to drink where you could reach it by yourself? (% Yes) | 78% | 82% | ↑ |
| Q33. When you were in the nursing home, did the staff make sure you had enough personal privacy when you dressed, took a shower, or bathed? (% Yes) | 89% | 90% | |
| Q34. When you were in the nursing home, could you choose what time you went to bed? (% Yes) | 86% | 88% | |
| Q35. When you were in the nursing home, could you choose what clothes you wore? (% Yes) | 90% | 91% | |
| Q36. When you were in the nursing home, could you choose what activities you did there? (% Yes) | 71% | 74% | |
| Q37. When you were in the nursing home, were there enough organized activities for you to do on the weekends? (% Yes) | 55% | 57% | |
| Q38. When you were in the nursing home, were there enough organized activities for you to do during the week? (% Yes) | 68% | 70% | |

Averages are rated on a scale of 0-10. Higher ratings are better.

An up arrow (↑) indicates that the 2013 statewide score is statistically significantly higher compared to the score in 2012; a down arrow (↓) indicates that the statewide score is significantly lower (at 95% confidence).

Statewide results for all survey questions (continued)

| Question | Statewide | | Diff |
|---|-----------|------|------|
| | 2012 | 2013 | |
| Q39: Would you recommend the nursing home to others? (% Yes)** | 81% | 83% | |
| Q40. Before leaving the nursing home, did the nursing home staff talk with you about whether you would have the help you needed after you left? (% Yes) | 85% | 86% | |
| Q41. Before leaving the nursing home, did you get information in writing about what symptoms or health problems to look out for? (% Yes) | 70% | 73% | ↑ |
| Q42. Before leaving the nursing home, did the nursing home staff tell you what your medicines were for? (% Yes) | 80% | 82% | |
| Q43. When I left the nursing home, I clearly understood the purpose for taking each of my medications. (% Yes) | 84% | 87% | ↑ |

Averages are rated on a scale of 0-10. Higher ratings are better.

***Percent "Yes" is a combination of those responding "Probably Yes" and "Definitely Yes."*

An up arrow (↑) indicates that the 2013 statewide score is statistically significantly higher compared to the score in 2012; a down arrow (↓) indicates that the statewide score is significantly lower (at 95% confidence).

Appendix B: Summary of Results for Yes/Sometimes/No Survey Items

2013 Results for questions with “Yes,” “Sometimes” and “No” Responses for [HOME]

| Question | Yes | Sometimes | No |
|---|-----|-----------|-----|
| Q21. When you were in the nursing home, was the area around your room quiet at night? | 64% | 24% | 12% |
| Q22. When you were in the nursing home, were you bothered by noise in the nursing home during the day? | 12% | 17% | 71% |
| Q24. When you had visitors in the nursing home, could you find a place to visit in private? | 78% | 10% | 13% |
| Q25. When you were in the nursing home, did you visit a doctor for medical care outside the nursing home? | 35% | 2% | 63% |
| Q26. When you were in the nursing home, did you visit a doctor for medical care inside the nursing home? | 55% | 6% | 39% |
| Q28. When you were in the nursing home, were you ever left sitting or laying in the same position so long that it hurt? | 25% | 17% | 58% |
| Q29. When you were in the nursing home, were you able to move your arms to reach things that you wanted? | 78% | 17% | 5% |
| Q30. When you were in the nursing home, could you reach the call button by yourself? | 88% | 11% | 1% |
| Q31. When you were in the nursing home, was there a pitcher of water or something to drink where you could reach it by yourself? | 82% | 12% | 5% |
| Q33. When you were in the nursing home, did the staff make sure you had enough personal privacy when you dressed, took a shower, or bathed? | 90% | 7% | 3% |
| Q34. When you were in the nursing home, could you choose what time you went to bed? | 88% | 7% | 6% |
| Q35. When you were in the nursing home, could you choose what clothes you wore? | 91% | 3% | 6% |
| Q36. When you were in the nursing home, could you choose what activities you did there? | 74% | 11% | 15% |
| Q37. When you were in the nursing home, were there enough organized activities for you to do on the weekends? | 57% | 18% | 24% |
| Q38. When you were in the nursing home, were there enough organized activities for you to do during the week? | 70% | 15% | 16% |

For the survey questions shown above, respondents could choose “Yes,” “No,” or “Sometimes” as a response. A “Sometimes” response can have different meanings. For example, Question 31 asks: “When you were in the nursing home, was there a pitcher of water or something to drink where you could reach it by yourself?” A “Yes” response to this question is a positive response. A “Sometimes” response to this question, while not optimal, is better than a “No” response. This appendix summarizes the statewide results for each of the 15 “Yes,” “No,” or “Sometimes” survey questions (Questions 21, 22, 24–26, 28–31 and 33–38).