2016 Maryland Nursing Facility Family Survey

The Neighborhoods at St. Elizabeth

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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 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 will be 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 2016 survey process, facility specific and statewide results, as well as trends from 2013 to 2016.

The Neighborhoods at St. Elizabeth falls into the following peer groups:

- Central Maryland
- 161+ beds
- Non-Profit

The 2016 Nursing Facility Family Survey results highlights are:

- Your facility received a rating of 8.7 for overall care. The statewide average rating for the overall care received was 8.1 out of a possible 10.

- In 2016, 98% of responsible parties would recommend your nursing home. Statewide, 86% of the respondents indicated that they would recommend the nursing home about which they were surveyed.

- The highest ranking domains for your facility are Autonomy & Resident Rights, Staff and Administration of the Nursing Home and Care Provided to Residents with an average score of 3.6 (on a scale of 1 to 4). The lowest ranking domain is Food and Meals with an average score of 3.3.

(Note: An Executive Summary containing statewide aggregate data has been issued separately and is available on the Maryland Health Care Commission website at: *http://mhcc.maryland.gov/consumerinfo/longtermcare/Default.aspx*

II. Description of Sample

All nursing facilities in Maryland with one or more residents that had a 100 day stay or longer as of December 21, 2015 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 100 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 eligible (222) nursing facilities throughout the State of Maryland submitted a responsible party list in 2016. 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 December 21, 2015
- 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 16,631 responsible parties. The first survey packet was mailed on March 30, 2016. A follow-up reminder postcard was sent on April 6, 2016, approximately one week following the initial mailing.

A second survey packet was sent to those who had not yet responded to the survey on May 11, 2016. 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 25, 2016 and ended on June 11, 2016. Calls were conducted from 9 AM to 9 PM on weekdays.

A total of 8,356 eligible surveys were received completed through June 20, 2016 out of 16,631 mailed, resulting in a final response rate of 53% for all facilities. Table A below summarizes the final 2016 Maryland Nursing Facility Family Survey sample.

Table A: 2016 Maryland Nursing Facility Family Survey Sample Summary

2016 Nursing Facility Family Survey	Total Participating Facilities	Total Surveys Mailed	Total Surveys Returned	Response Rate*
Overall	222	16,631	8,356	53%
The Neighborhoods at St. Elizabeth	--	112	62	58%

*The response rate is calculated by dividing the total number of surveys *returned* by the total number of surveys mailed minus the number of undeliverable surveys (5).

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 2016 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 results for this nursing home, the average statewide ratings and ratings for each of the three peer groups (region in the state, facility size, 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 facilities in better understanding results, this report also includes tests of statistically significant differences. These tests are designed to help determine: 1) whether the facility's scores are higher or lower than statewide scores; 2) how the facility compares to peers; and 3) if there has been an increase or decrease in scores over time. You can see this statistic under the column heading "Significant Difference" or "Diff" in the tables. Areas where the facility's score is significantly higher than the state, peer group or compared to previous years will contain an up arrow (↑). Areas where the facility 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. Domains with high scores identify areas where the facility exhibits a high level of performance. Comparing your facility's scores to peer groups can help your facility to identify opportunities for incremental improvements.

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. To identify meaningful differences, we suggest that readers look at top rated items and domains and compare them to lower rated items. We also suggest comparing your facility scores to other facilities in your geographic area, peer size groups, and to your facility scores in previous years (if applicable).

For comparison purposes, the peer groups for The Neighborhoods at St. Elizabeth are:

Type of Peer Group Comparison	
Region of the State:	Central Maryland
Licensed Bed Size Counts:	161+ beds
Ownership Type:	Non-Profit

Results for these peer groups will be displayed in the charts and tables throughout this report.

Note: For confidentiality purposes, any question or domain containing less than 10 total responses for a facility has not been reported. Results for these questions have been replaced with "NR" (for not reported) in the charts and tables. This is done to prevent the possible identification of individual respondents and because the results may not be representative of the larger population of responsible parties.

VI. Domain Ratings

Table 1 shows the domain scores for The Neighborhoods at St. Elizabeth for the years 2013-2016; this allows the five domains to be directly compared to each other across multiple years of survey administration (if applicable).[1] Results for the years 2013-2016 are shown in Figure 1. Items rated on a scale of 1-4; higher scores are better.

Figure 1. 2013-2016 Domain Scores for The Neighborhoods at St. Elizabeth

Rated on a four point scale from 1=Never to 4=Always
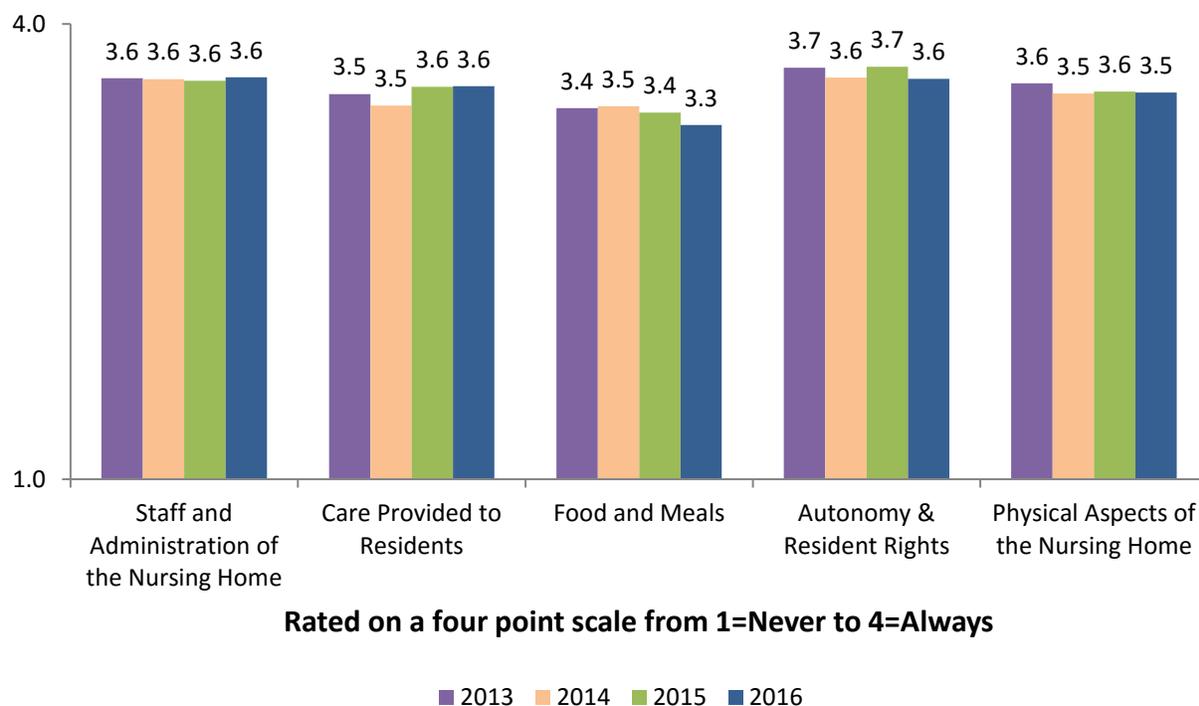
■ 2013   ■ 2014   ■ 2015   ■ 2016

Table 1. 2013-2016 Domain Scores for The Neighborhoods at St. Elizabeth

	2013	2014	2015	2016	Significant Difference
Staff and Administration of the Nursing Home	3.6	3.6	3.6	**3.6**	
Care Provided to Residents	3.5	3.5	3.6	**3.6**	
Food and Meals	3.4	3.5	3.4	**3.3**	
Autonomy & Resident Rights	3.7	3.6	3.7	**3.6**	
Physical Aspects of the Nursing Home	3.6	3.5	3.6	**3.5**	

An up arrow (↑) indicates that the 2016 facility score is statistically significantly higher than in previous years (at 95% confidence). A down arrow (↓) indicates that the 2016 score is significantly lower compared to previous years. Blank cells indicate no difference.

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[1] Some facilities may have missing data for certain years. This occurs when a facility opened after the year 2013, has less than 10 responses for a question or domain, or for other reasons.

Figure 2. 2016 Domain Scores by Peer Group

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

Rated on a four point scale from 1=Never to 4=Always

■ Neighborhoods at St. Elizabeth ■ Statewide ■ Central Maryland ■ 161+ beds ■ Non-Profit
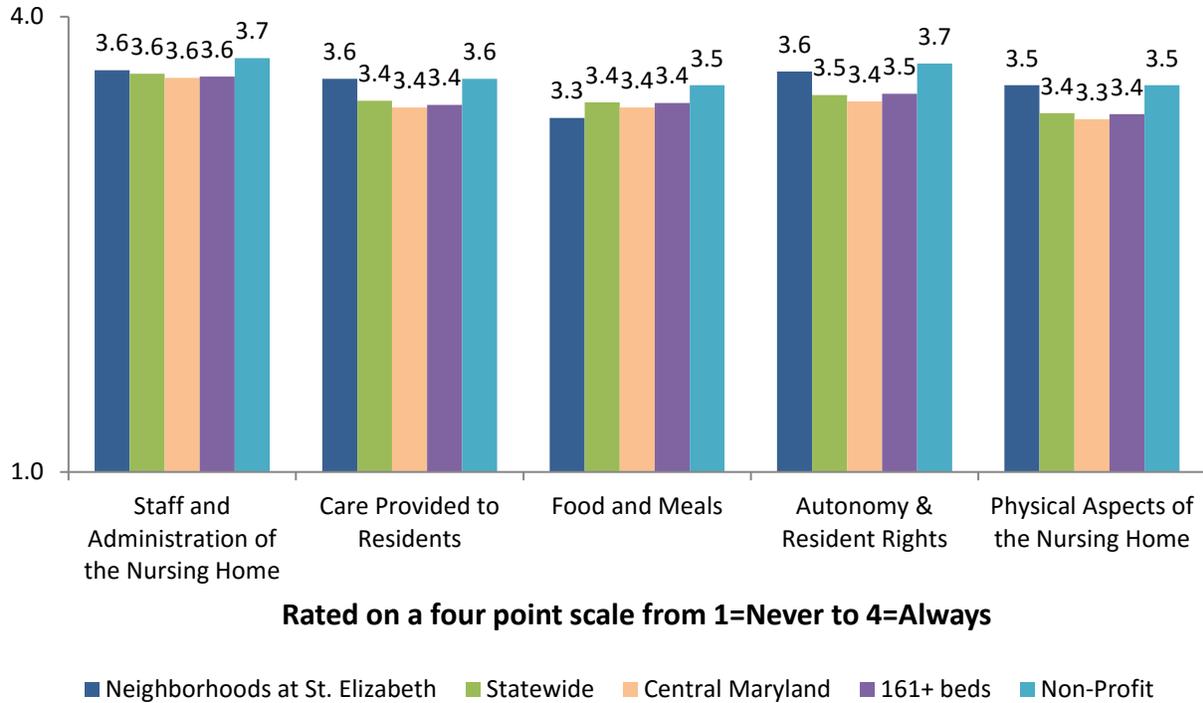
Table 2. 2016 Domain Scores by Peer Group

| | Neighborhoods at St. Elizabeth | Statewide | | Peer Groups | | | | | |
| | | | | Central Maryland | | 161+ beds | | Non-Profit | |
	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Staff and Administration of the Nursing Home	**3.6**	3.6		3.6		3.6		3.7	
Care Provided to Residents	**3.6**	3.4	↑	3.4	↑	3.4	↑	3.6	
Food and Meals	**3.3**	3.4		3.4		3.4		3.5	
Autonomy & Resident Rights	**3.6**	3.5		3.4		3.5		3.7	
Physical Aspects of the Nursing Home	**3.5**	3.4	↑	3.3	↑	3.4	↑	3.5	

An up arrow (↑) indicates that your facility has a significantly higher average score than the state or peer group for 2016, a down arrow (↓) indicates that your facility's score is significantly lower for 2016 (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 3 displays the results for the two overall experience questions for The Neighborhoods at St. Elizabeth from 2013-2016; this allows the two overall questions to be compared for multiple years of survey administration (if applicable).[2] State and peer group results for 2016 are included along with the results for The Neighborhoods at St. Elizabeth in Table 4 and Figure 4.

As with the individual domains, each overall measure of satisfaction for the facility is compared to the state, peer groups and with the facility's results from 2013-2016. Significant differences are noted in Tables 3 and 4 with an up arrow (↑) when the facility's 2016 score is significantly higher than the state, peer group or previous year results, or a down arrow (↓) when it is significantly lower.

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[2] Some facilities may have missing data for certain years. This occurs when a facility opened after the year 2013, has less than 10 responses for a question or domain, or for other reasons.

Figure 3. 2013-2016 Overall Ratings for The Neighborhoods at St. Elizabeth

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
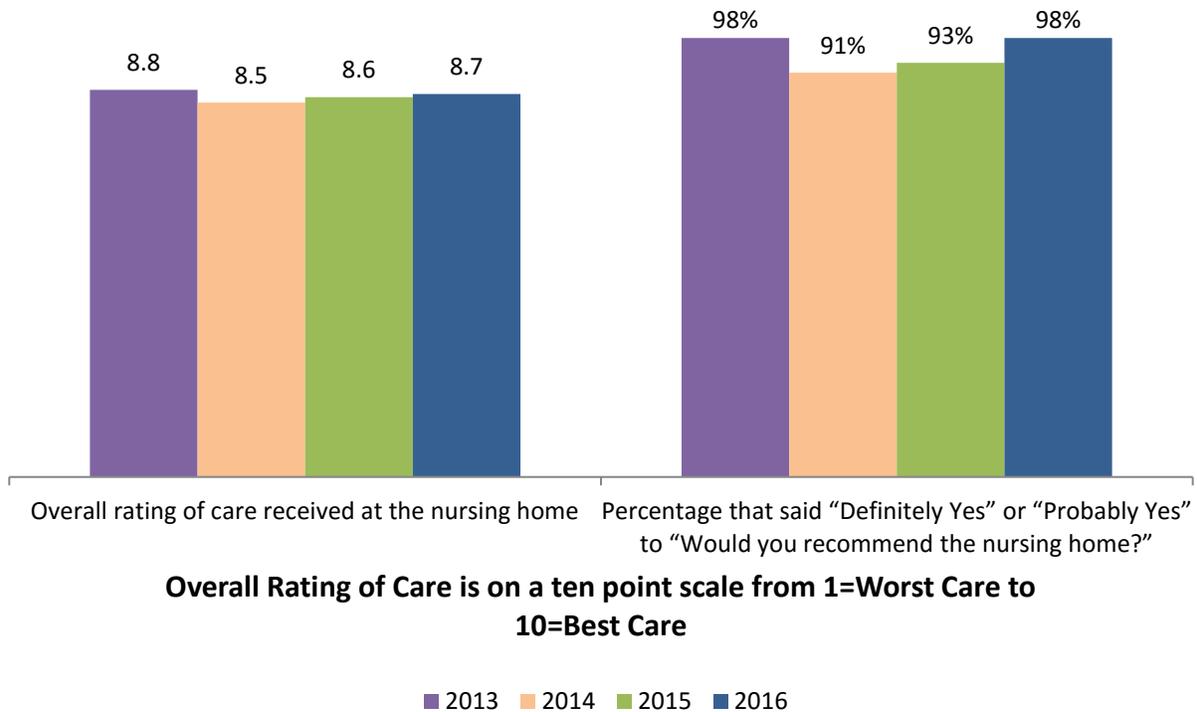
■ 2013 ■ 2014 ■ 2015 ■ 2016

Table 3. 2013-2016 Overall Ratings for The Neighborhoods at St. Elizabeth

	2013	2014	2015	2016	Significant Difference
Overall rating of care received at the nursing home	8.8	8.5	8.6	**8.7**	
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	98%	91%	93%	**98%**	

An up arrow (↑) indicates that the 2016 facility score is statistically significantly higher than in previous years (at 95% confidence). A down arrow (↓) indicates that the 2016 score is significantly lower compared to previous years. Blank cells indicate no difference.

Figure 4. 2016 Overall Ratings by Peer Group

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

■ Neighborhoods at St. Elizabeth   ■ Statewide   ■ Central Maryland   ■ 161+ beds   ■ Non-Profit
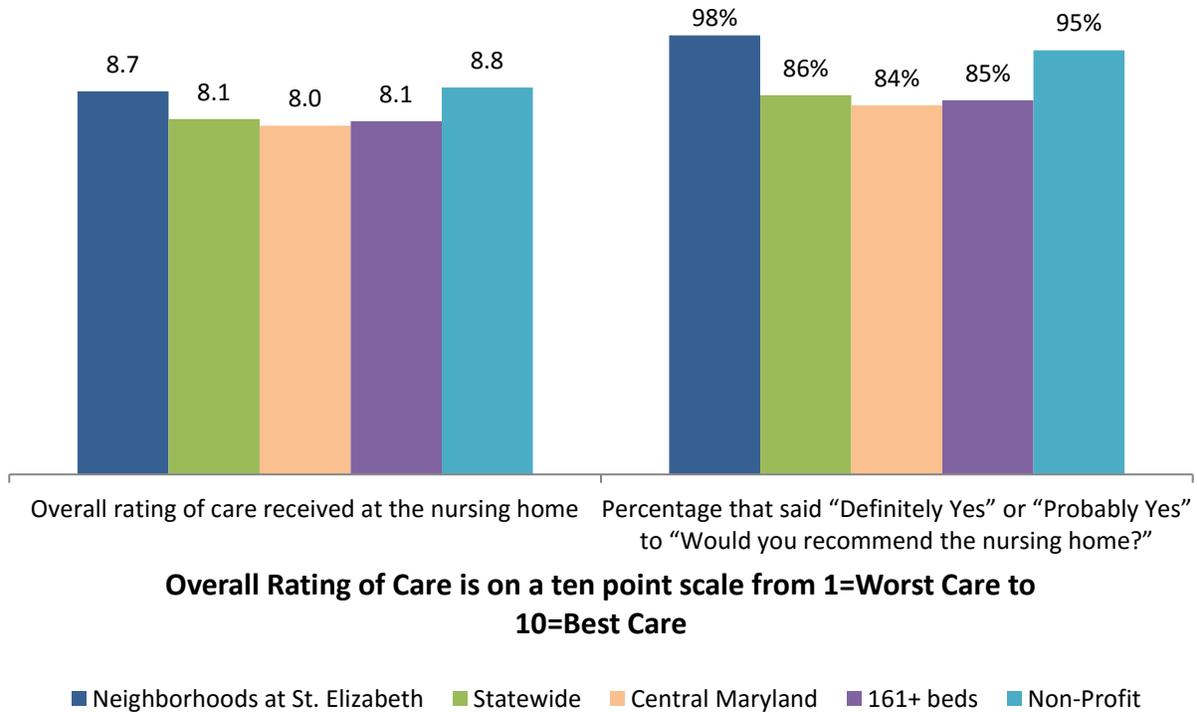
Table 4. 2016 Overall Ratings by Peer Group

| | Neighborhoods at St. Elizabeth | Peer Groups | | | | | | |
| | | Statewide | | Central Maryland | | 161+ beds | | Non-Profit | |
	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Overall rating of care received at the nursing home	**8.7**	8.1	↑	8.0	↑	8.1	↑	8.8	
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	**98%**	86%	↑	84%	↑	85%	↑	95%	

An up arrow (↑) indicates that your facility has a significantly higher average score than the state or peer group for 2016, a down arrow (↓) indicates that your facility's score is significantly lower for 2016 (at 95% confidence). Blank cells indicate no difference.

VIII. Item-Level Ratings

This section provides a summary of each of the items that are used in calculating the five domain scores. Questions were evaluated using either a 4-point scale (1 meaning "Never" to 4 meaning "Always") or as Yes/No options. In addition, there were two questions that evaluated the overall experience and level of care provided by the nursing home. Please note that:

- Item scores are calculated by averaging responses for each question across all respondents, resulting in a score ranging from 1 to 4 (1 to 10 for the overall measure).

- In the case of Yes/No questions, the percentage of those responding "Yes" for positively worded questions and "No" for negatively worded questions is presented in the tables.

- Responsible parties who indicated they did not know, were unsure, or that an item was not applicable were not included in these calculations.

The table below classifies the survey items by the different areas of life and care. The scores listed under the header "2016" represent your facility scores for the current year. For purposes of comparison, the table includes five additional columns: the facility's results for 2015 (if applicable), the statewide average under the heading "Statewide," and three peer group comparisons. Significant differences between The Neighborhoods at St. Elizabeth and the other scores are noted with an up arrow (↑) or down arrow (↓).

Low scoring items indicate a low level of satisfaction and experience and high scores indicate a high level of satisfaction and experience[3]. These items can help you identify specific personal care categories or attributes that need further evaluation. Specific items can also help identify aspects of domain areas that received lower scores.

Please note that questions in italics are ones that were used in the domain calculations. Also note that any item with less than 10 responses has been suppressed for confidentiality purposes. "NR" in the score column indicates that an item has not been reported due to insufficient response.

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[3]For the majority of the scale items, 4 (meaning Always) is a positive response. For example, Question 12 reads: "…how often were you involved as much as you wanted in care decisions?" However, Questions 14 and 24 use a reverse 4-point scale where Always is a negative response. To maintain consistency of results, the scale for these two questions has been reversed in the results so that 1=Always and 4=Never and, like the other items, high average scores still represent high levels of experience and satisfaction.

Table B. Facility Item Level Scores and Peer Groups for The Neighborhoods at St. Elizabeth

| | Neighborhoods at St. Elizabeth | | | Statewide | | Peer Groups | | | | | |
| | | | | | | Central Maryland | | 161+ beds | | Non-Profit | |
	2016	2015	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Satisfaction with Overall Experience											
30. Using any number from 1 to 10, where 10 is the best care possible and 1 is the worst care possible, what number would you use to rate the care at this nursing home?	**8.7**	8.6		8.1	↑	8.0	↑	8.1	↑	8.8	
31. If someone needed nursing home care, would you recommend this nursing home to them? (% Responding "Yes")	**98%**	93%		86%	↑	84%	↑	85%	↑	95%	
Staff and Administration of the Nursing Home											
7. In the last 6 months, if you asked for information about the resident, how often did you get the information within 48 hours?	**3.5**	3.6		3.4		3.4		3.4		3.6	
8. In the last 6 months, how often did the nurses and nursing assistants treat you with courtesy and respect?	**3.7**	3.6		3.7		3.7		3.7		3.8	
9. In the last 6 months, did the nurses and nursing assistants treat the resident with courtesy and respect?	**3.6**	3.6		3.5		3.5		3.5		3.6	
10. In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident? (% Responding "No")	**90%**	91%		95%		94%		95%		97%	↓
Food and Meals											
24. If you helped the resident with eating or drinking during any of your visits, how often did you help with eating or drinking because the nurses or nursing assistants were not available to help or made him or her wait too long?	**3.3**	3.4		3.4		3.4		3.4		3.5	
Autonomy & Resident Rights											
25. If the resident desires private space for visits such as with clergy or family, is private space provided?	**3.6**	3.7		3.4		3.3		3.4		3.7	
26. In the last 6 months, did you observe that the resident's or other residents' privacy was protected when the resident was dressing, showering, bathing, or in a public area?	**3.7**	3.7		3.6		3.5		3.6		3.7	
Physical Aspects of the Nursing Home											
27. In the last 6 months, did the public areas of the nursing home look and smell clean?	**3.7**	3.6		3.4	↑	3.4	↑	3.4	↑	3.6	
28. In the last 6 months, when you visited, how often did the resident's room look and smell clean?	**3.5**	3.5		3.3		3.2	↑	3.3		3.5	
29. In the last 6 months, when you visited, was the noise level around the resident's room acceptable to you?	**3.5**	3.6		3.4		3.4		3.4		3.5	

An up arrow (↑) indicates that your facility's score is statistically significantly higher compared to 2015, the statewide score or the peer group score; a down arrow (↓) indicates that your facility's score is significantly lower (at 95% confidence). Blank cells indicate no difference.

"NR" means that there were less than 10 responses for that item and the facility score has not been reported because of low response. Questions shown in italic print are the questions used to calculate domain scores.

Table B (Continued). Facility Item Level Scores and Peer Groups for The Neighborhoods at St. Elizabeth

| | Neighborhoods at St. Elizabeth | | | Statewide | | Peer Groups | | | | | |
| | | | | | | Central Maryland | | 161+ beds | | Non-Profit | |
	2016	2015	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Care Provided to Residents											
11. A care conference is a formal meeting about care planning and health progress between a care team and a resident and his or her family. Were you invited to participate in a care conference in the last 6 months? (% Responding "Yes")	**100%**	98%		93%	↑	93%	↑	94%	↑	97%	↑
12. In the last 6 months, how often were you involved as much as you wanted in care decisions?	**3.5**	3.5		3.4		3.4		3.4		3.6	
13. Help with toileting includes helping someone get on or off the toilet or helping change disposable briefs or pads. In the last 6 months, during any of your visits, did you help the resident with toileting? (% Responding "Yes")	**18%**	30%		22%		23%		22%		21%	
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?	**3.1**	2.9		2.9		3.0		2.9		3.1	
15. In the last 6 months, did the resident look and smell clean?	**3.4**	3.6		3.3		3.3		3.3		3.5	
16. In the last 6 months, did the resident use the nursing home's laundry service for his or her clothes? (% Responding "Yes")	**55%**	55%		67%		66%		65%		71%	↓
17. In the last 6 months, how often were you satisfied with the laundry service the resident received?	**3.1**	3.2		3.1		3.0		3.1		3.4	
18. In the last 6 months, did you see any resident, including this resident, behave in a way that made it hard for nurses or nursing assistants to provide care? (% Responding "Yes")	**30%**	32%		27%		26%		28%		30%	
19. How often did nurses/nursing aides handle the situation in a way that was acceptable to you?	**3.5**	3.3		3.4		3.3		3.4		3.5	
20. In the last 6 months, did you have issues or concerns with the care the resident received in the nursing home? (% Responding "No")	**66%**	61%		59%		56%		57%		66%	
21. In the last 6 months, did you discuss any issues or concerns with nursing home staff? (% Responding "Yes", among those with concerns with care resident receives)	**100%**	91%	↑	97%		97%		97%		98%	↑
22. In the last 6 months, were you satisfied with the way the nursing home staff handled issues or concerns that you brought to their attention?	**2.9**	3.0		2.7		2.6		2.7		2.9	
23. In the last 6 months, did you ever stop yourself from talking to any nursing home staff about your concerns because you thought they might take it out on the resident? (% Responding "No")	**92%**	89%		88%		87%		86%		90%	

An up arrow (↑) indicates that your facility's score is statistically significantly higher compared to 2015, the statewide score or the peer group score; a down arrow (↓) indicates that your facility's score is significantly lower (at 95% confidence). Blank cells indicate no difference.

"NR" means that there were less than 10 responses for that item and the facility score has not been reported because of low response. Questions shown in italic print are the questions used to calculate domain scores.