



# 2019 Maryland Nursing Home Family Experience of Care Survey

**Saint Elizabeth's Rehabilitation and Nursing  
Center**



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## A. Background

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.

(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>)

## B. Summary Results for Saint Elizabeth’s Rehabilitation and Nursing Center

**Table 1. Summary of 2019 Domain Scores for Saint Elizabeth’s Rehabilitation and Nursing Center<sup>1</sup>**

	Saint Elizabeth's Rehabilitation and Nursing Center	Statewide
Staff and Administration of the Nursing Home	3.5	3.4
Care Provided to Residents	3.5	3.3
Food and Meals	3.3	3.0
Autonomy and Resident Rights	3.4	3.3
Physical Aspects of the Nursing Home	3.2	3.2
Activities	2.9	3.0
Security and Resident’s Personal Rights	3.4	3.3
Overall rating of care received at the nursing home*	8.2	7.6
Percentage that said “Definitely Yes” or “Probably Yes” to “Would you recommend the nursing home?”	89%	78%

\*Unlike the other domains which are calculated on a score from one to four, the overall rating of care received at the nursing home is calculated on a scale from one to ten.

<sup>1</sup> Scores are calculated based on the questions in each item. Questions are scored by assigning the most positive possible answer category a score of 4, and the least positive possible answer a score of 1. See Section F for more detail. The only exception to this is scores based on individual questions.

## C. Description of Sample

All nursing facilities in Maryland with one or more residents that had a 100 day stay or longer as of September 16, 2019 were included in the sample. All nursing homes were asked to provide a list of the designated family members of each of their current residents. If no family member was listed as overseeing the resident's care, another responsible party was selected to contact.

It is important to note that family members of residents with a stay of less than 100 days did not participate in this survey, so the experience and satisfaction of the family members 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 family member whose resident(s) met the eligibility criteria.

## D. Summary of Survey Methods

All eligible (223) nursing facilities throughout the State of Maryland submitted a family member list in 2019. Using the exclusion criteria below, programs were developed to identify which responsible parties and residents met the requirement for inclusion in the survey.

Exclusion criteria:

- Date of admission is after June 8, 2019
- Resident and family member are the same individual
- No family member is listed
- Address for family member is incomplete or insufficient for mailing
- The contact address for the family member is a nursing home. In cases where the family member resides in an independent living facility associated with a nursing home, they were not excluded.
- The family member'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 19,869 family members. The first survey packet was mailed on September 20, 2019. A follow-up reminder postcard was sent on September 27, 2019, approximately one week following the initial mailing.

A second survey packet was sent to those who had not yet responded to the survey on October 28, 2019. 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 November 19, 2019 and ended on December 9, 2019. Calls were conducted from 9 AM to 9 PM on weekdays and 10 AM to 6 PM on Saturdays.

A total of 7,498 eligible surveys were received completed through December 11, 2019 out of 19,869 mailed, resulting in a final response rate of 43% for all facilities. Table 2 below summarizes the final 2019 Maryland Nursing Facility Family Survey sample.

**Table 2: 2019 Maryland Nursing Facility Family Survey Sample Summary**

2019 Nursing Facility Family Survey	Total Participating Facilities	Total Surveys Mailed	Total Surveys Returned	Response Rate*	Undeliverable
Overall	223	19,869	7,498	43%	2,271
Saint Elizabeth's Rehabilitation and Nursing Center	--	123	58	50%	8

\*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.

## **E. Description of Survey Instrument**

The designated family members were asked to complete a survey about their experience and satisfaction with the facility and care provided to residents. The 2019 survey contained two overall measures of satisfaction and 31 items which assessed seven 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
6. Activities
7. Security and Resident's Personal Rights

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

For more detail on the methods and survey instrument changes, please request the complete technical documentation for this research by contacting Stacy Howes at [stacy.howes@maryland.gov](mailto:stacy.howes@maryland.gov) or 410-764-3575.

## F. 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 facility's peer groups for each of the seven domains and the two overall measures. For each domain, a trending line chart displays ratings within the home over time and a bar chart displays ratings by peer group. 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 represents the most negative possible response and 4 represents the most positive possible response. The exact definition of responses is contextual, based on the phrasing of the question, however, the most positive response is generally 'Yes' or 'Always'. These scores are averaged 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.

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 18: "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?"

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 table "Significant Difference" in each domain score. 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 (↓). Areas which have no significant difference are marked with a dash (-). These comparisons are made using 95% confidence intervals.



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). Please note, the survey was not conducted in 2017, and trending scores for that year are not presented in the results.

**For comparison purposes, the peer groups for Saint Elizabeth’s Rehabilitation and Nursing Center are:**

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

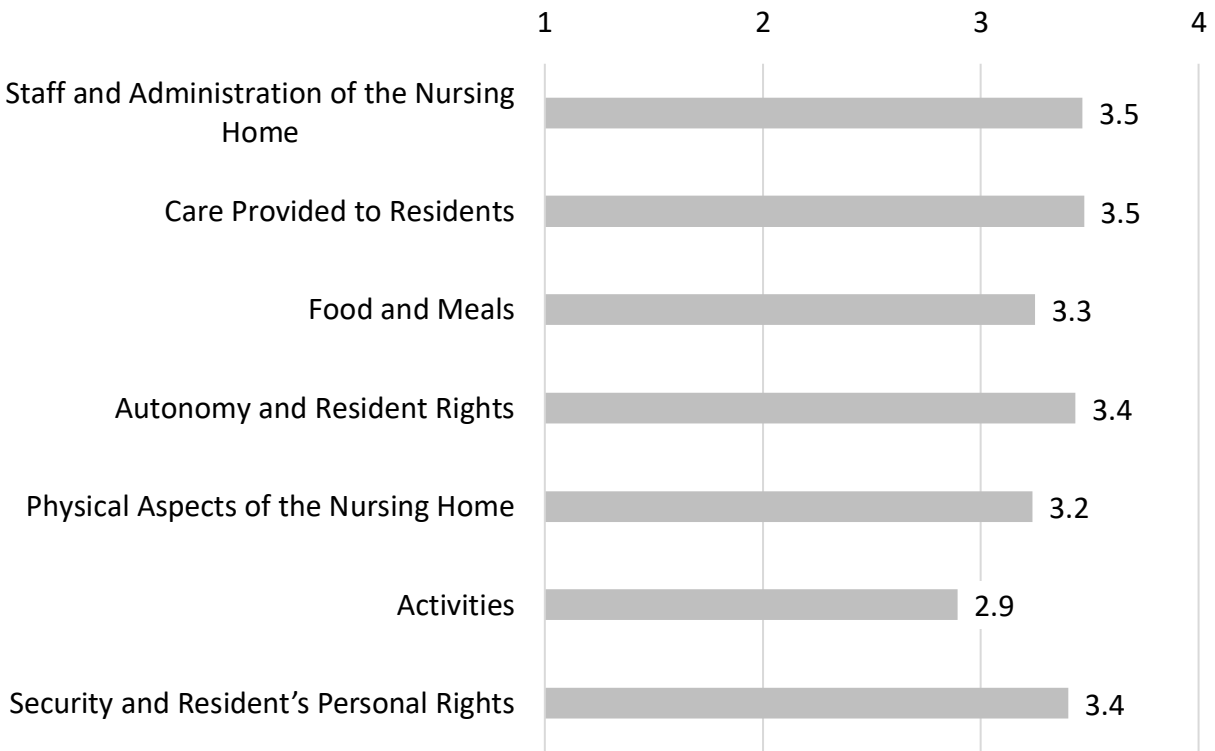
Results for these peer groups will be displayed in the charts and tables throughout this report.

*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.*

## G. Domain Ratings

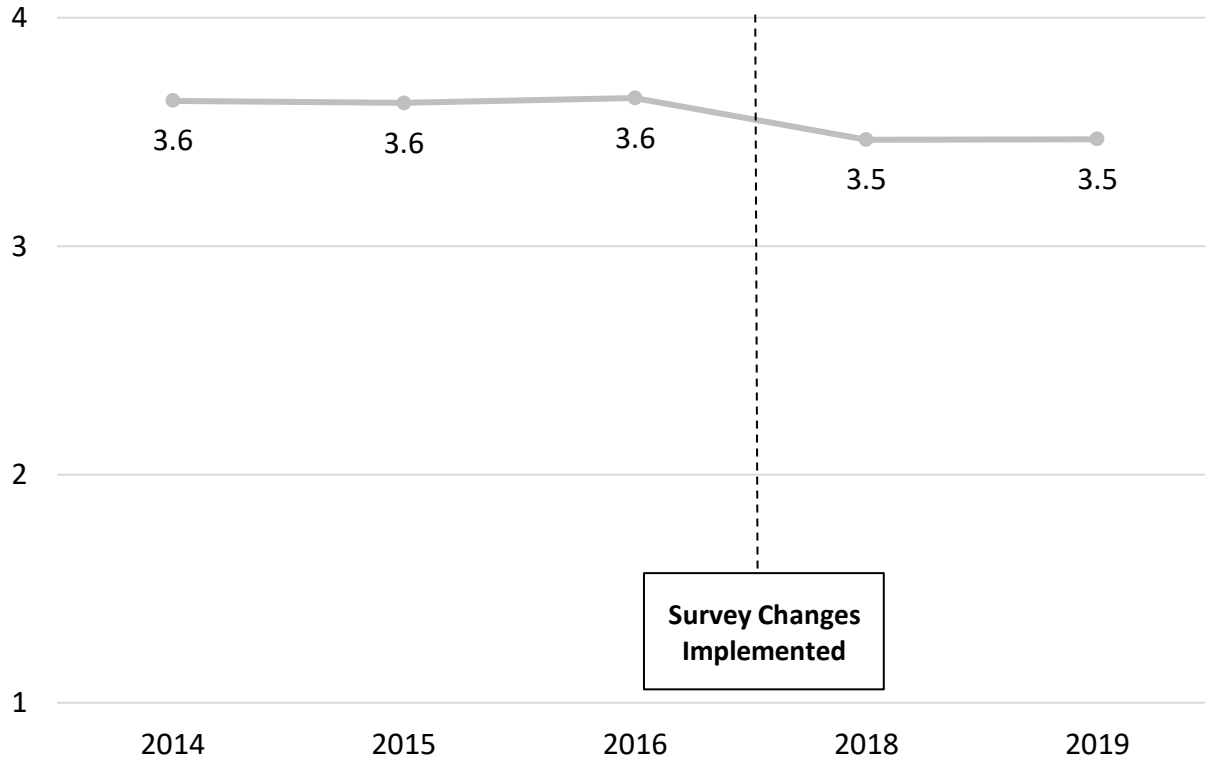
### *Summary of Domain Ratings*

**Figure 1. Summary of 2019 Domain Scores for Saint Elizabeth’s Rehabilitation and Nursing Center**



*Staff and Administration of the Nursing Home*

**Figure 2. 2014-2019 Domain Scores for Staff and Administration of the Nursing Home**

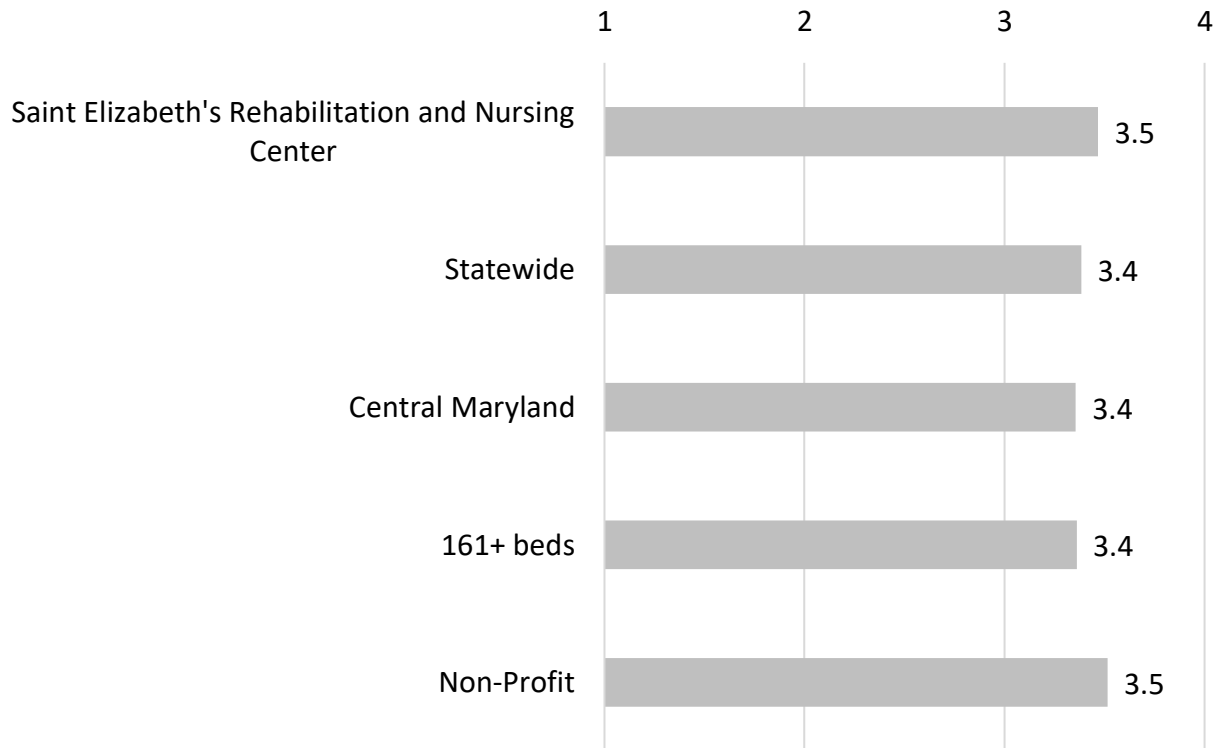


**Table 3. 2014-2019 Significant Differences for Staff and Administration of the Nursing Home Trending**

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against		
	Score	2019 Difference
<b>2019</b>	<b>3.5</b>	
2018	3.5	-
2016	3.6	-
2015	3.6	-
2014	3.6	-

*A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).*

**Figure 3. 2019 Peer Group Scores for Staff and Administration of the Nursing Home**



**Table 4. 2019 Significant Differences for Staff and Administration of the Nursing Home vs Peers**

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against Peer Group		
	Score	2019 Difference
<b>2019 Score</b>	<b>3.5</b>	
Statewide	3.4	-
Central Maryland	3.4	-
161+ beds	3.4	-
Non-Profit	3.5	-

*A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*

Care Provided to Residents

Figure 4. 2014-2019 Domain Scores for Care Provided to Residents

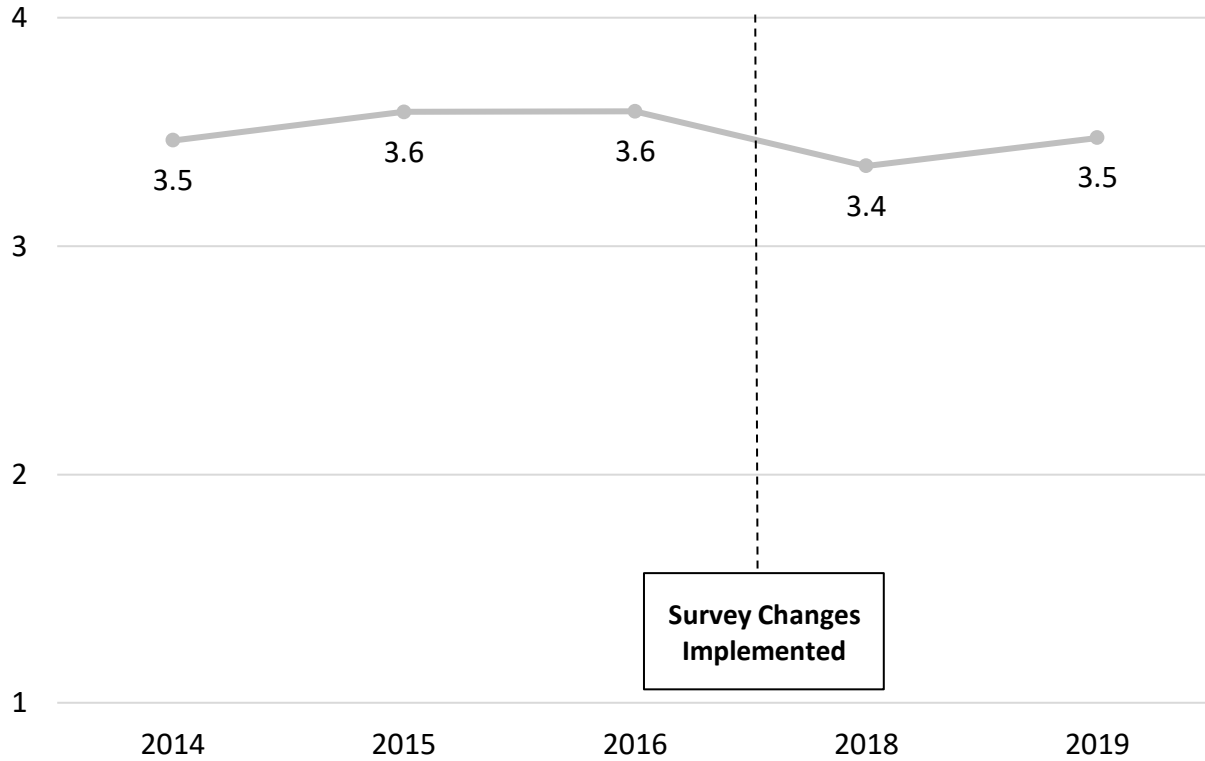
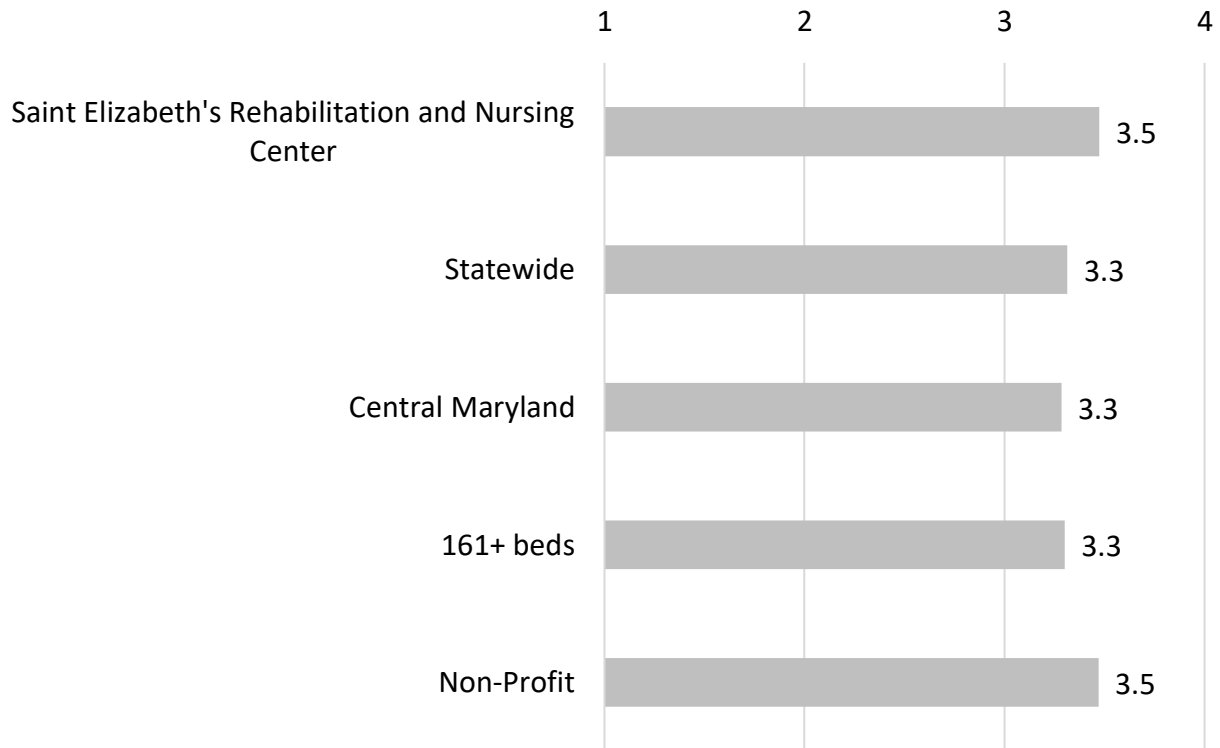


Table 5. 2014-2019 Significant Differences for Care Provided to Residents Trending

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against		
	Score	2019 Difference
<b>2019</b>	<b>3.5</b>	
2018	3.4	-
2016	3.6	-
2015	3.6	-
2014	3.5	-

A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

**Figure 5. 2019 Peer Group Scores for Care Provided to Residents**



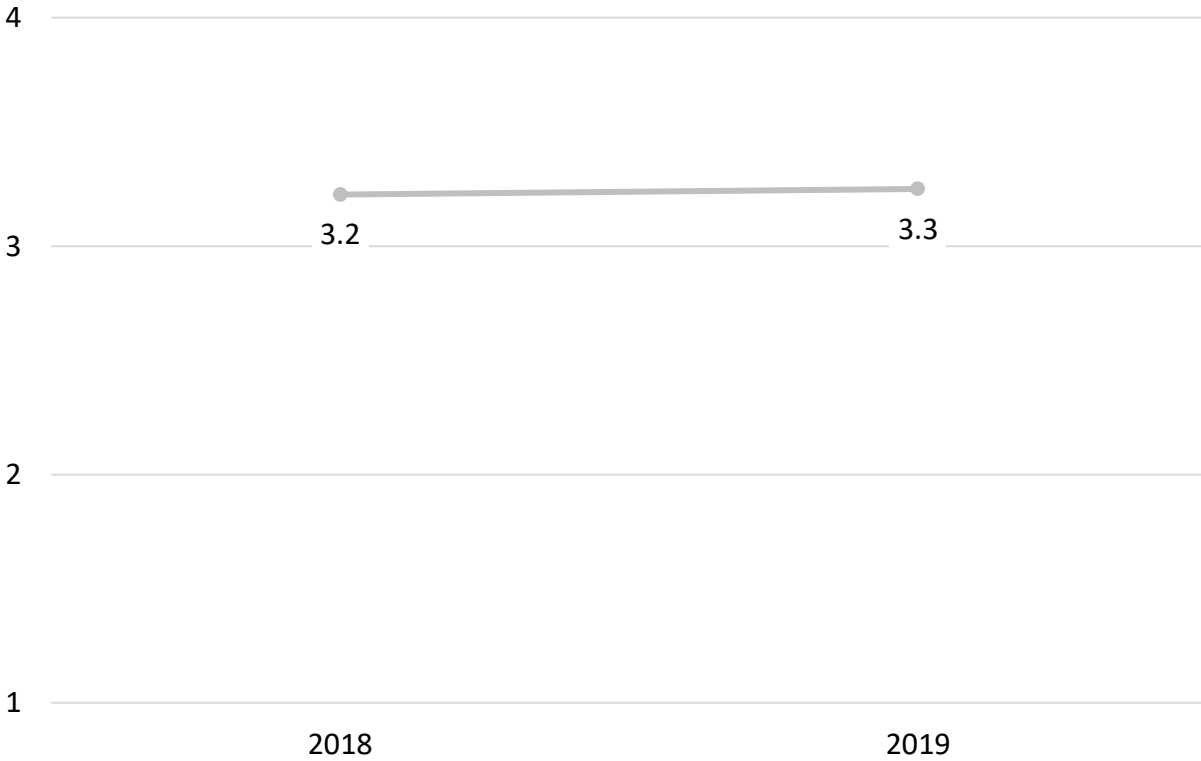
**Table 6. 2019 Significant Differences for Care Provided to Residents vs Peers**

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against Peer Group		
	Score	2019 Difference
<b>2019 Score</b>	<b>3.5</b>	
Statewide	3.3	↑
Central Maryland	3.3	↑
161+ beds	3.3	↑
Non-Profit	3.5	-

*A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*

*Food and Meals*

**Figure 6. 2018-2019\* Peer Group Domain Scores for Food and Meals**



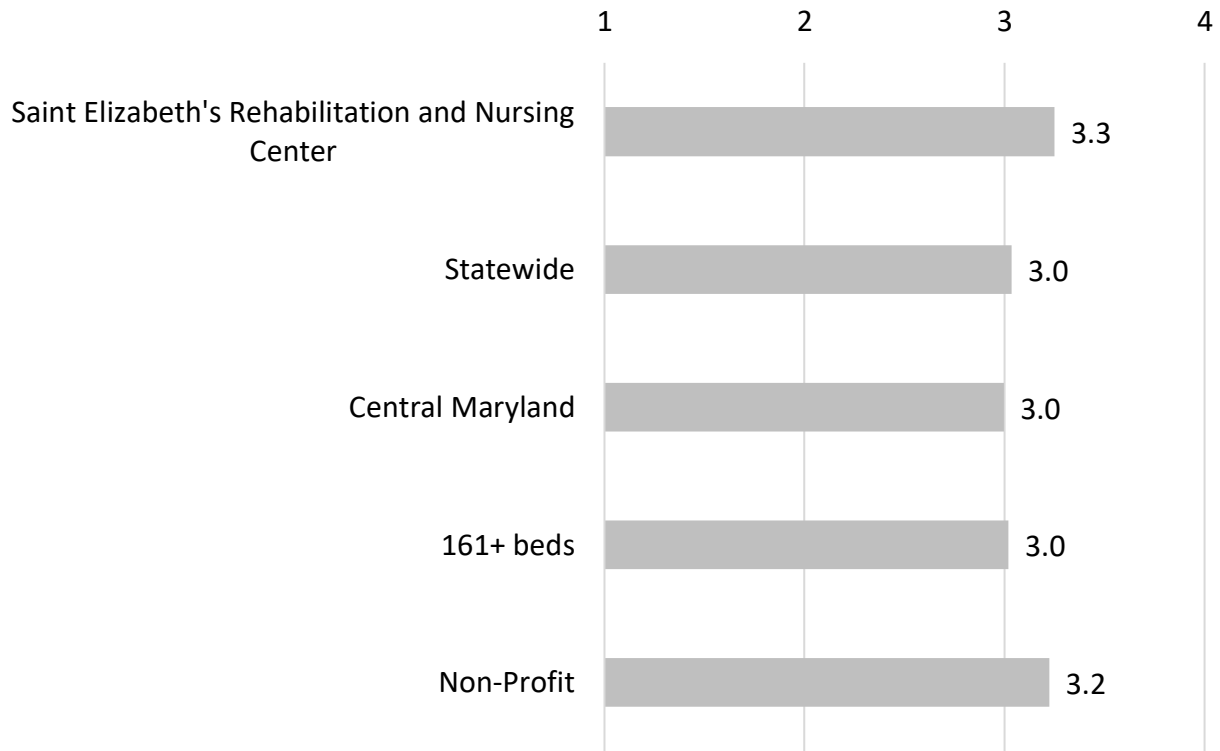
**Table 7. 2018-2019\* Significant Differences for Food and Meals vs Peers Trending**

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against		
	Score	2019 Difference
2019	3.3	
2018	3.2	-

*A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*

*\*Food and Meals Domain was redefined in the 2018 survey administration.*

**Figure 7. 2019 Peer Group Domain Scores for Food and Meals**



**Table 8. 2019 Significant Differences for Food and Meals vs Peers**

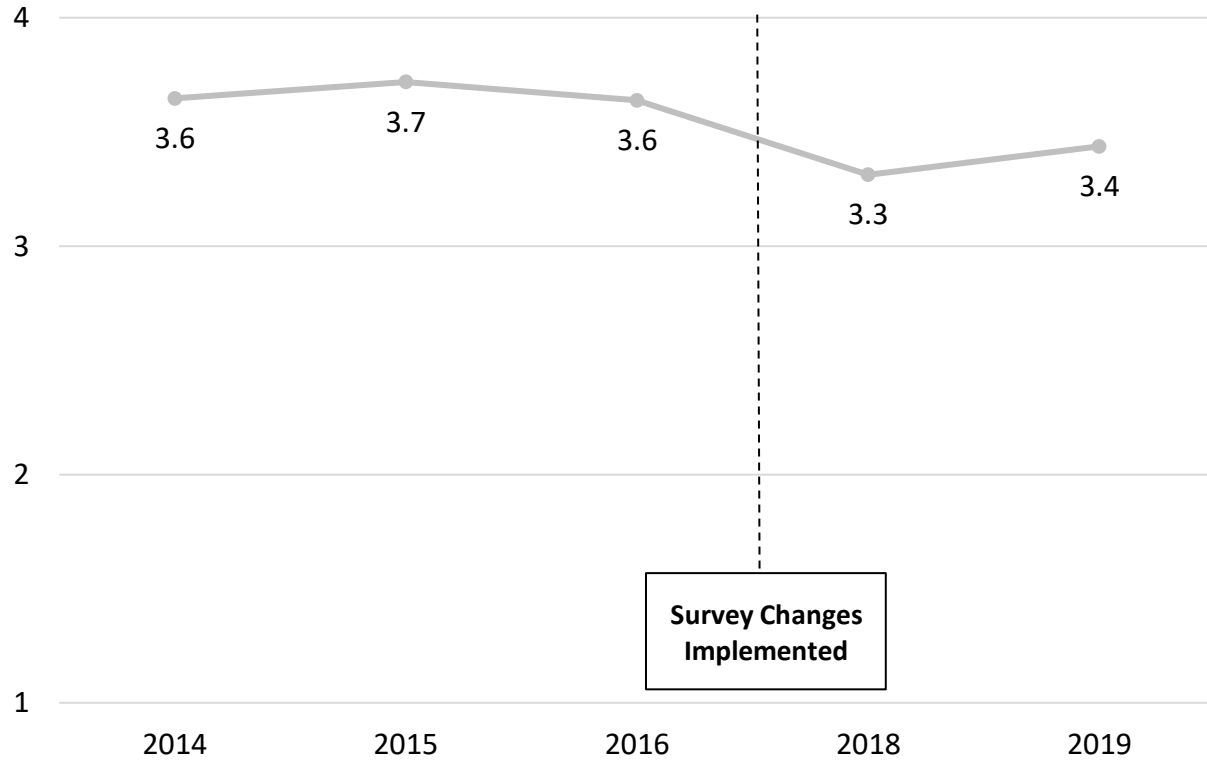
2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against Peer Group		
	Score	2019 Difference
<b>2019 Score</b>	<b>3.3</b>	
Statewide	3.0	-
Central Maryland	3.0	↑
161+ beds	3.0	-
Non-Profit	3.2	-

*A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*



*Autonomy and Resident Rights*

**Figure 8. 2014-2019 Domain Scores for Autonomy and Resident Rights**

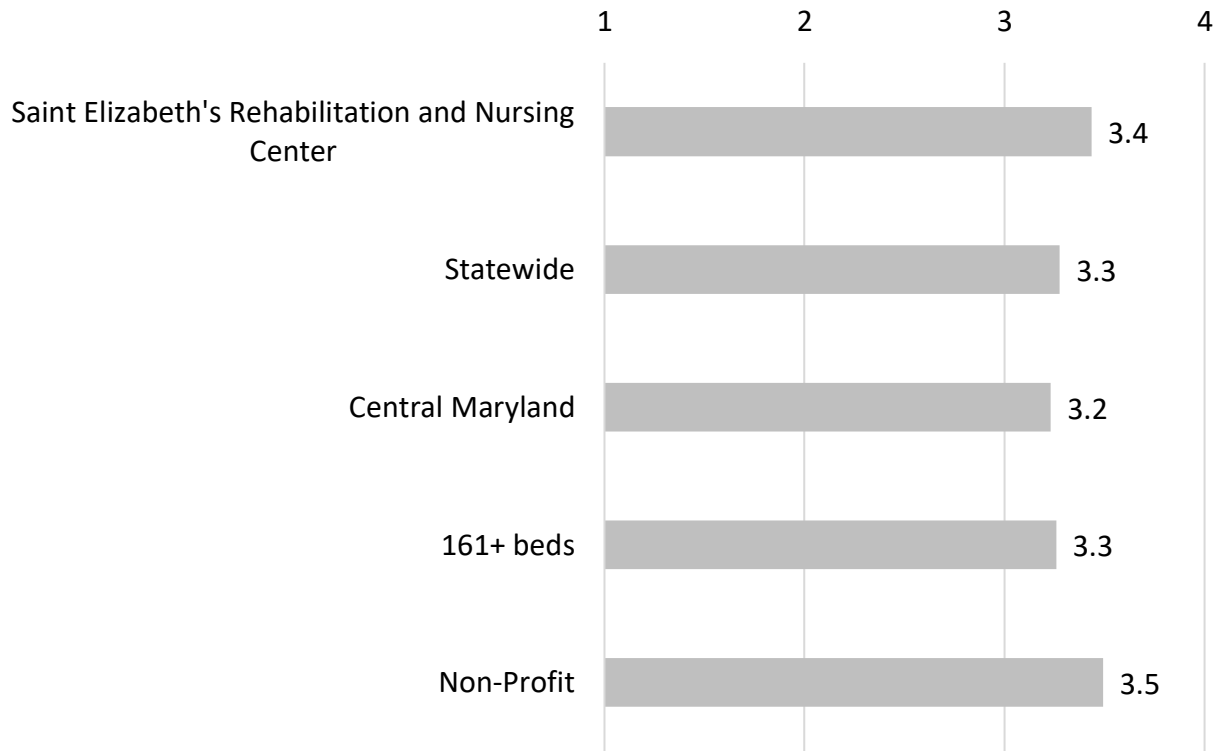


**Table 9. 2014-2019 Significant Differences for Autonomy and Resident Rights Trending**

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against		
	Score	2019 Difference
<b>2019</b>	<b>3.4</b>	
2018	3.3	-
2016	3.6	-
2015	3.7	-
2014	3.6	-

*A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).*

**Figure 9. 2019 Peer Group Domain Scores for Autonomy and Resident Rights**



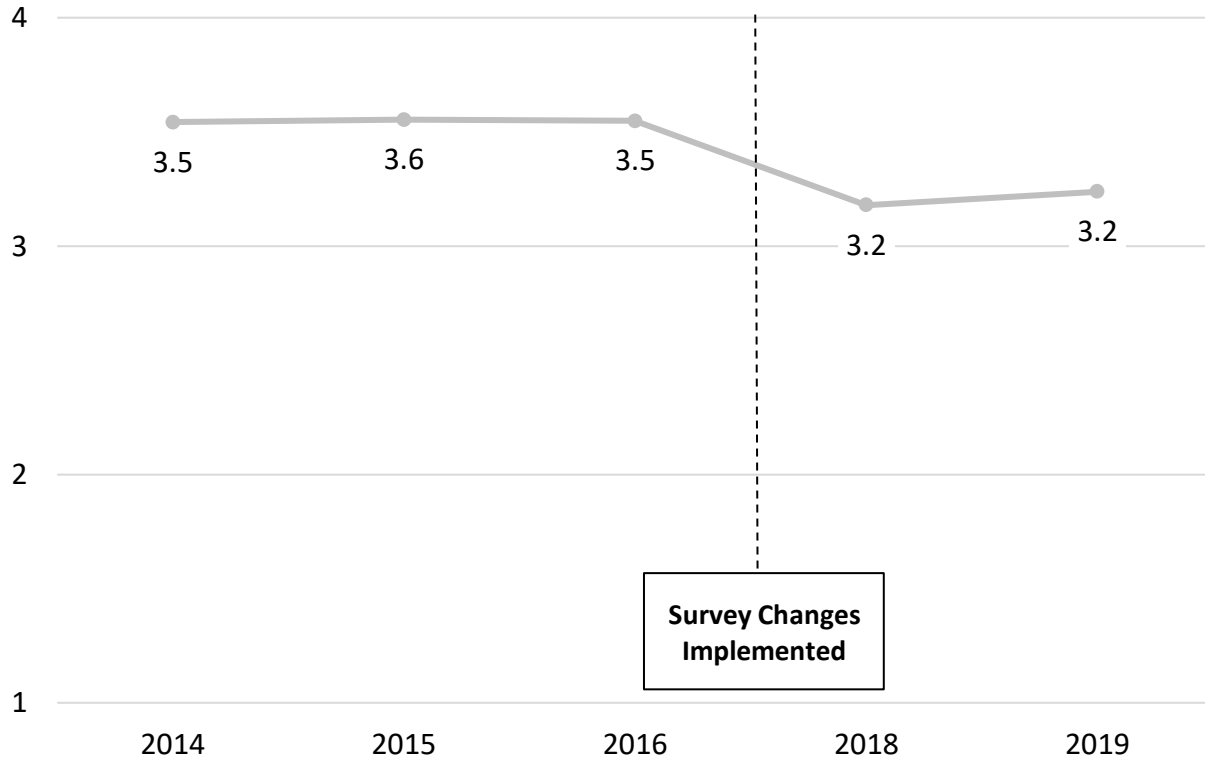
**Table 10. 2019 Significant Differences for Autonomy and Resident Rights vs Peers**

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against Peer Group		
	Score	2019 Difference
<b>2019 Score</b>	<b>3.4</b>	
Statewide	3.3	-
Central Maryland	3.2	↑
161+ beds	3.3	-
Non-Profit	3.5	-

*A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*

*Physical Aspects of the Nursing Home*

**Figure 10. 2014-2019 Domain Scores for Physical Aspects of the Nursing Home**

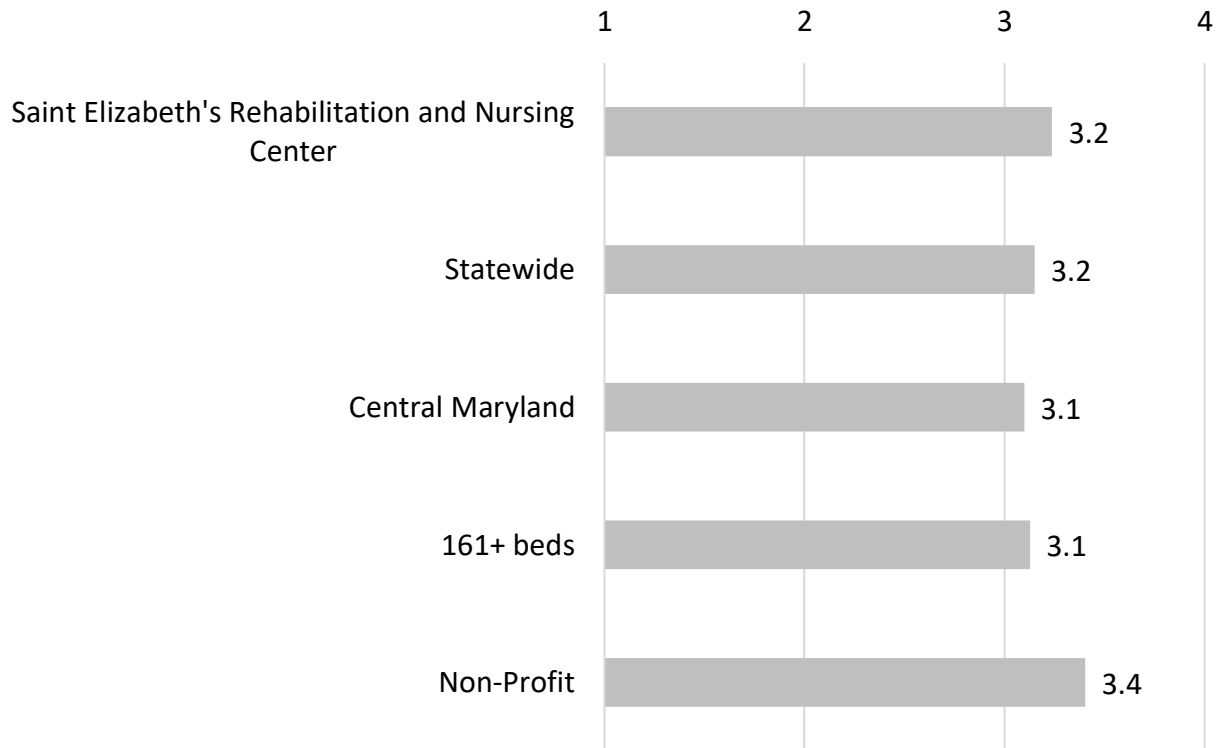


**Table 11. 2014-2019 Significant Differences for Physical Aspects of the Nursing Home Trending**

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against		
	Score	2019 Difference
<b>2019</b>	<b>3.2</b>	
2018	3.2	-
2016	3.5	↓
2015	3.6	-
2014	3.5	↓

*A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).*

**Figure 11. 2019 Peer Group Domain Scores for Physical Aspects of the Nursing Home**



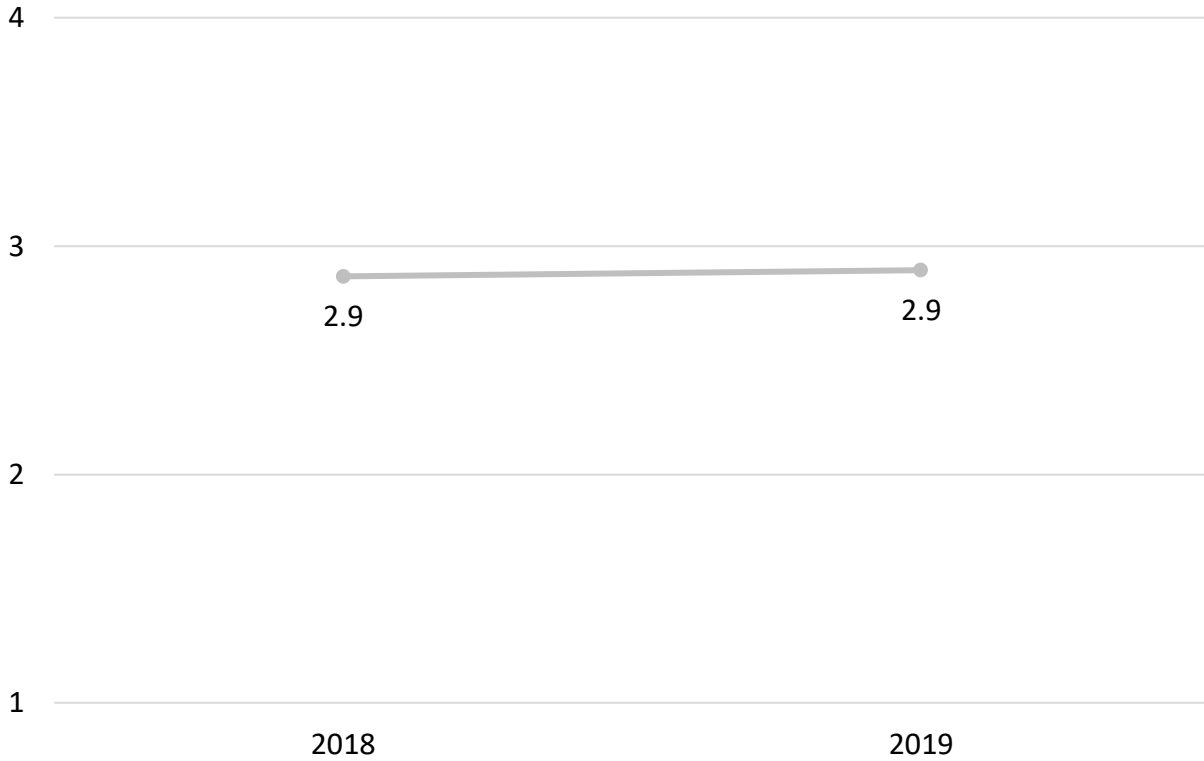
**Table 12. 2019 Significant Differences for Physical Aspects of the Nursing Home vs Peers**

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against Peer Group		
	Score	2019 Difference
<b>2019 Score</b>	<b>3.2</b>	
Statewide	3.2	-
Central Maryland	3.1	-
161+ beds	3.1	-
Non-Profit	3.4	-

*A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*

Activities

**Figure 12. 2018-2019\* Domain Scores for Activities**



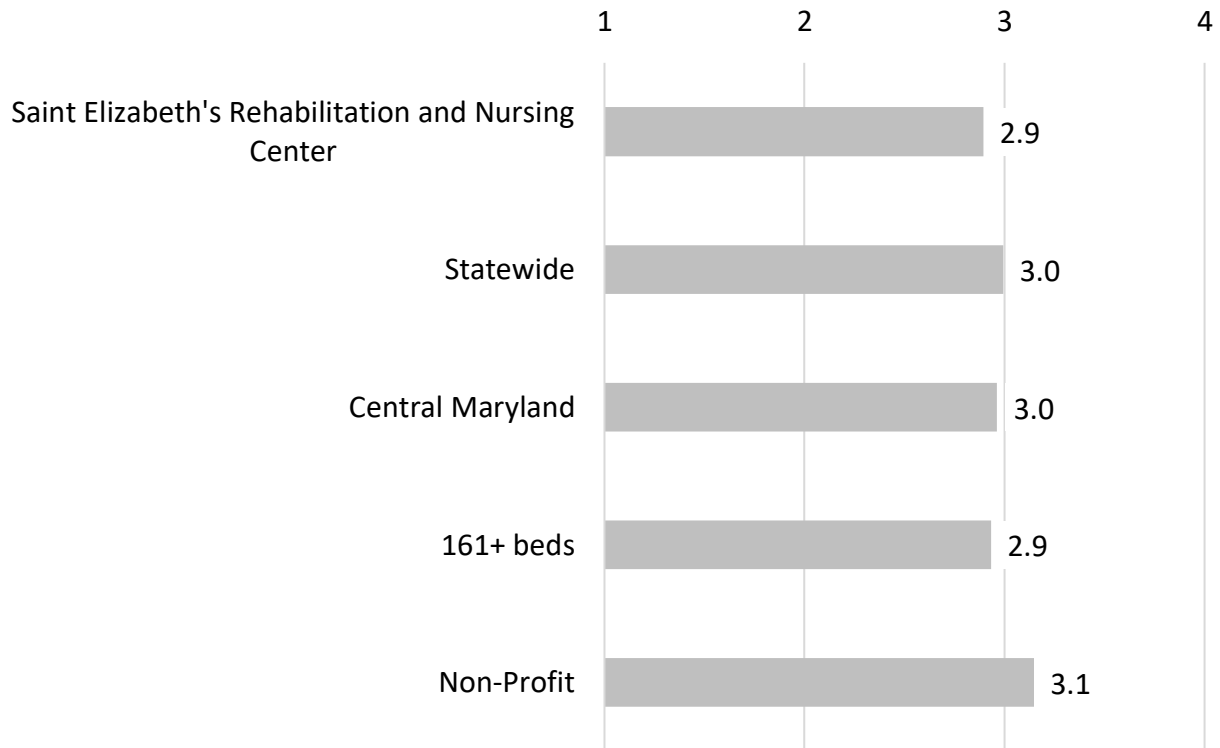
**Table 13. 2018-2019\* Significant Differences for Activities Trending**

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against		
	Score	2019 Difference
2019	2.9	
2018	2.9	-

A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).

*\*Activities Domain was added to the survey in 2018*

**Figure 13. 2019 Peer Group Domain Scores for Activities**



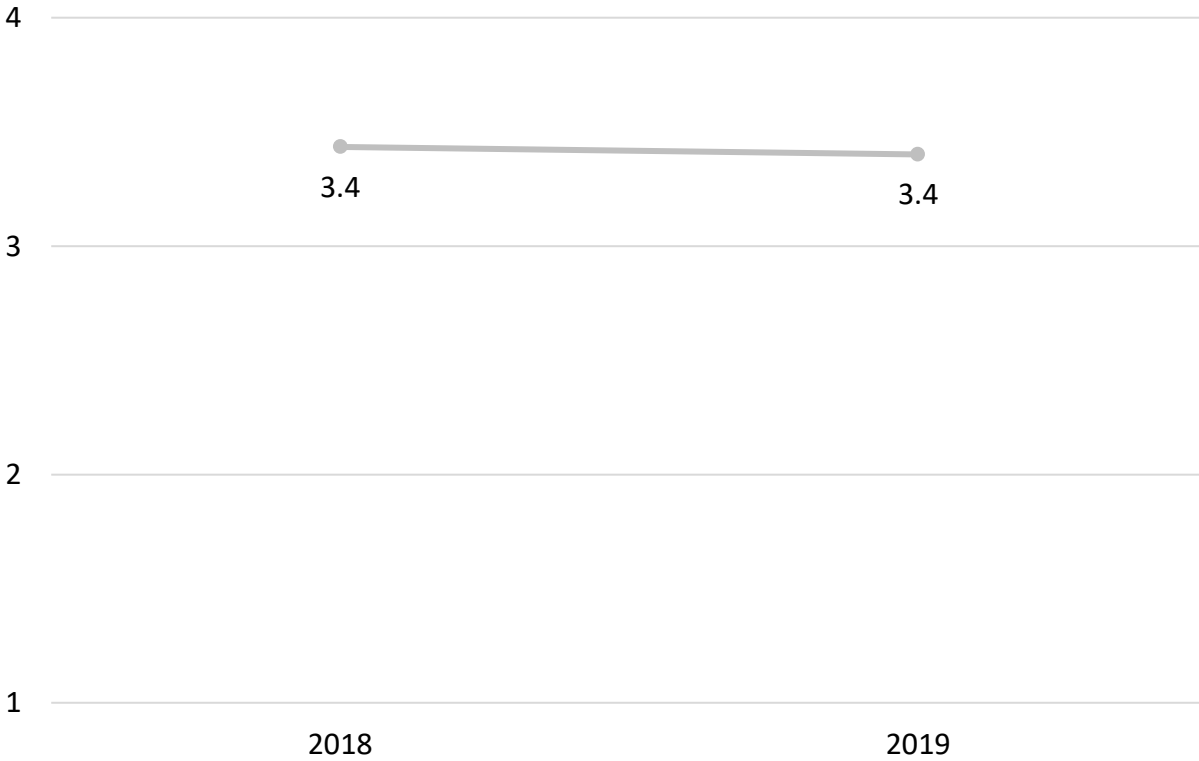
**Table 14. 2019 Significant Differences for Activities vs Peers**

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against Peer Group		
	Score	2019 Difference
<b>2019 Score</b>	<b>2.9</b>	
Statewide	3.0	-
Central Maryland	3.0	-
161+ beds	2.9	-
Non-Profit	3.1	-

*A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*

*Security and Resident's Personal Rights*

**Figure 14. 2018-2019\* Domain Scores for Security and Resident's Personal Rights**



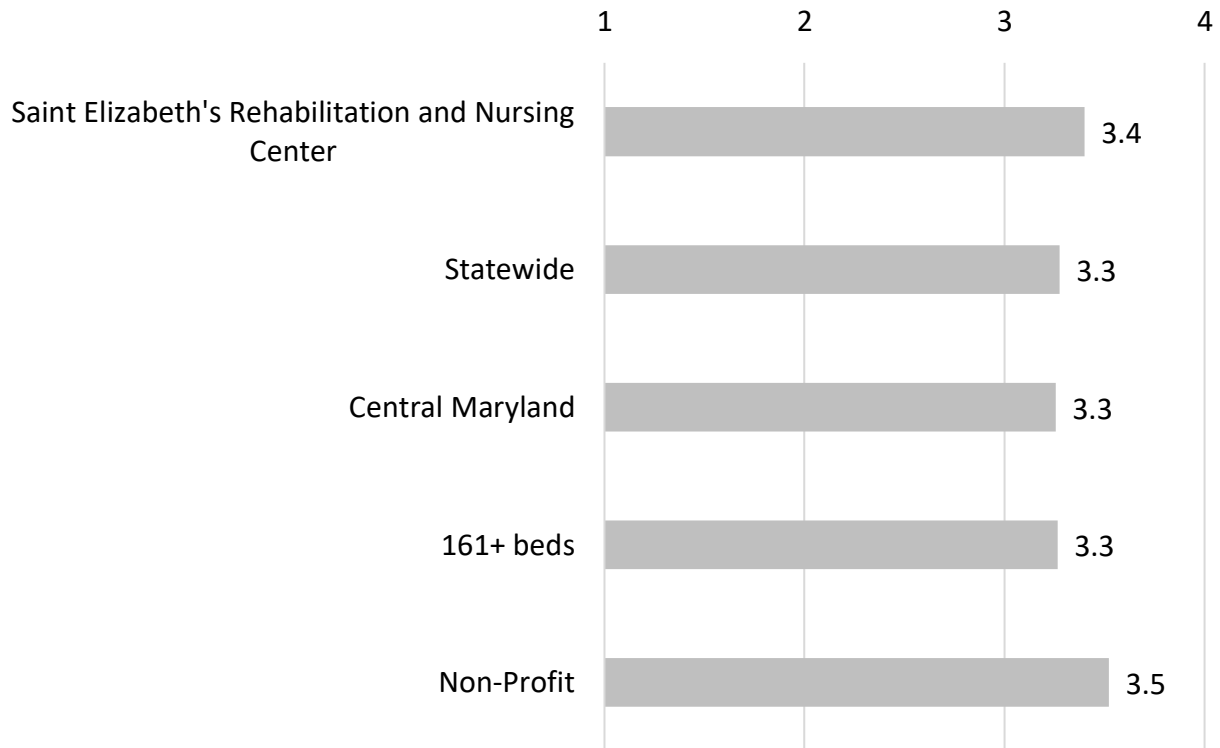
**Table 15. 2018-2019\* Significant Differences for Security and Resident's Personal Rights Trending**

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against		
	Score	2019 Difference
2019	3.4	
2018	3.4	-

*A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).*

*\*Security and Resident's Personal Rights Domain was added to the survey in 2018.*

**Figure 15. 2019 Peer Group Domain Scores for Security and Resident’s Personal Rights**



**Table 16. 2019 Significant Differences for Security and Resident’s Personal Rights vs Peers**

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against Peer Group		
	Score	2019 Difference
<b>2019 Score</b>	<b>3.4</b>	
Statewide	3.3	-
Central Maryland	3.3	-
161+ beds	3.3	-
Non-Profit	3.5	-

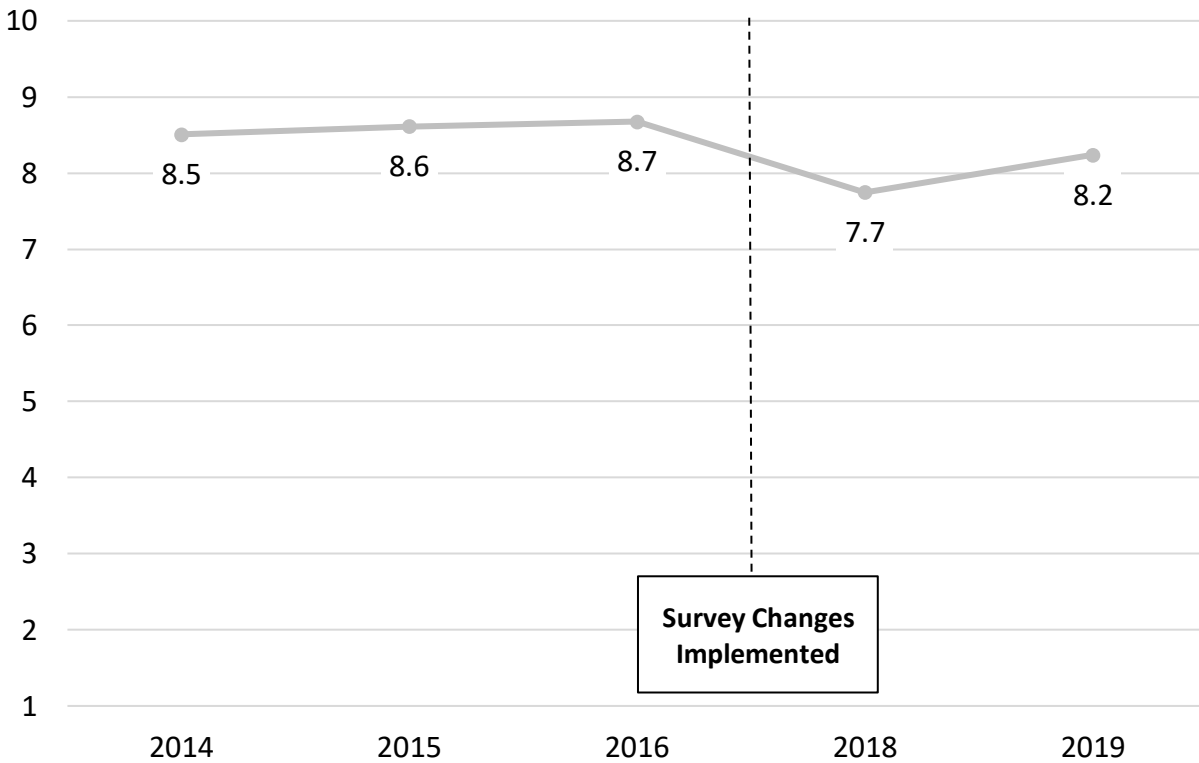
*A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*



## H. Overall Experience Ratings

*Overall rating of care received at the nursing home*

**Figure 16. 2014-2019 Scores for Overall rating of care received at the nursing home**

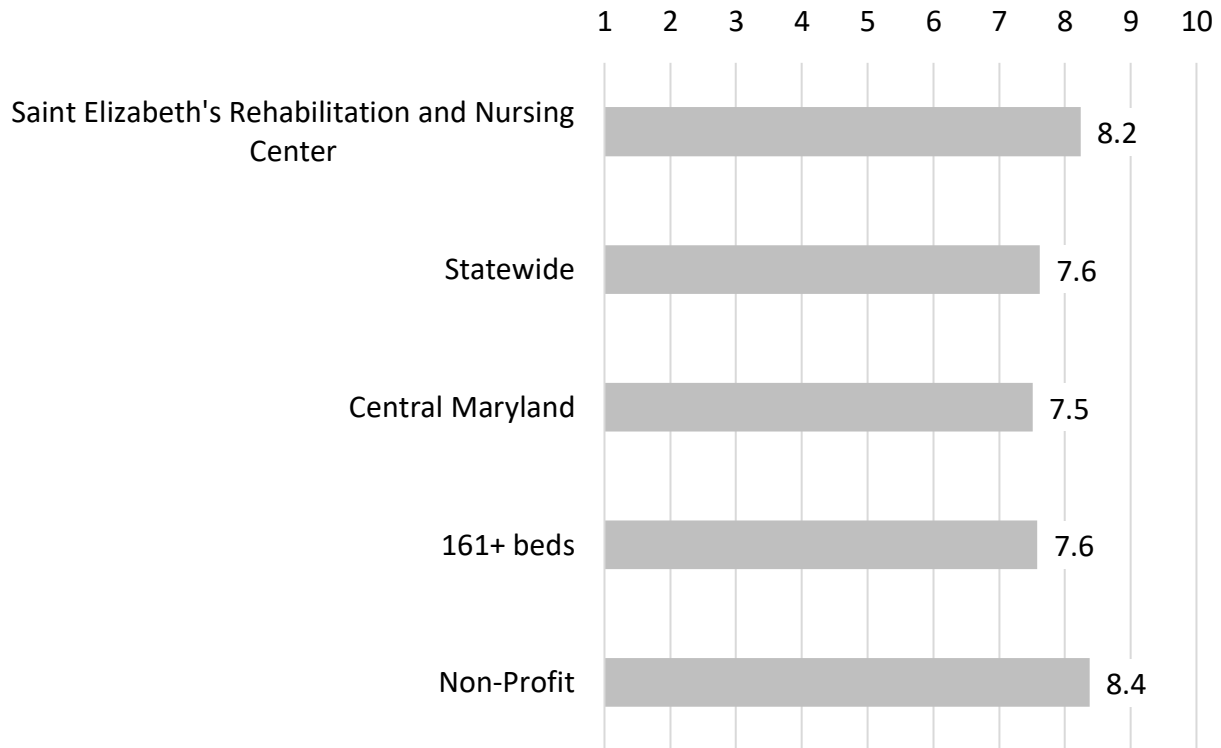


**Table 17. 2014-2019 Significant Differences for Overall rating of care received at the nursing home Trending**

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against		
	Score	2019 Difference
<b>2019</b>	<b>8.2</b>	
2018	7.7	-
2016	8.7	-
2015	8.6	-
2014	8.5	-

*A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).*

**Figure 17. 2019 Peer Group Scores for Overall rating of care received at the nursing home**



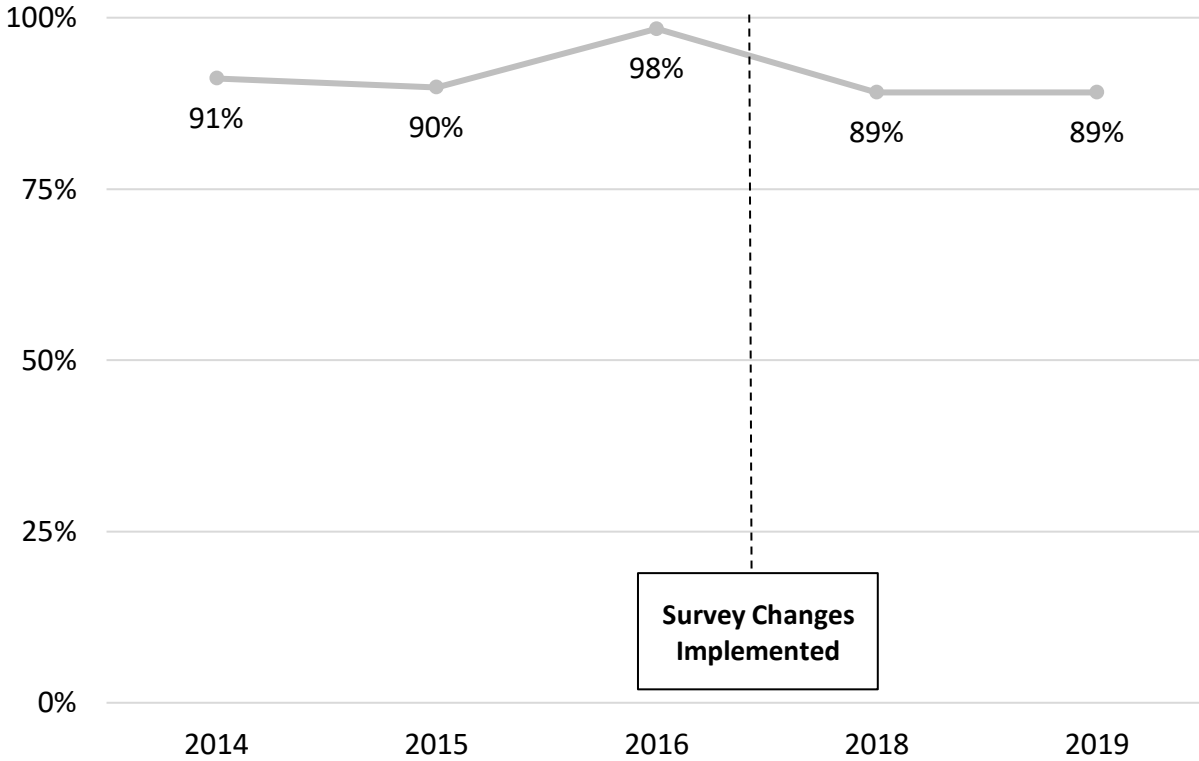
**Table 18. 2019 Significant Differences for Overall rating of care received at the nursing home vs Peers**

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against Peer Group		
	Score	2019 Difference
<b>2019 Score</b>	<b>8.2</b>	
Statewide	7.6	↑
Central Maryland	7.5	↑
161+ beds	7.6	↑
Non-Profit	8.4	-

*A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*

*Nursing Home Recommendation*

**Figure 18. 2014-2019 Scores for Nursing Home Recommendation**

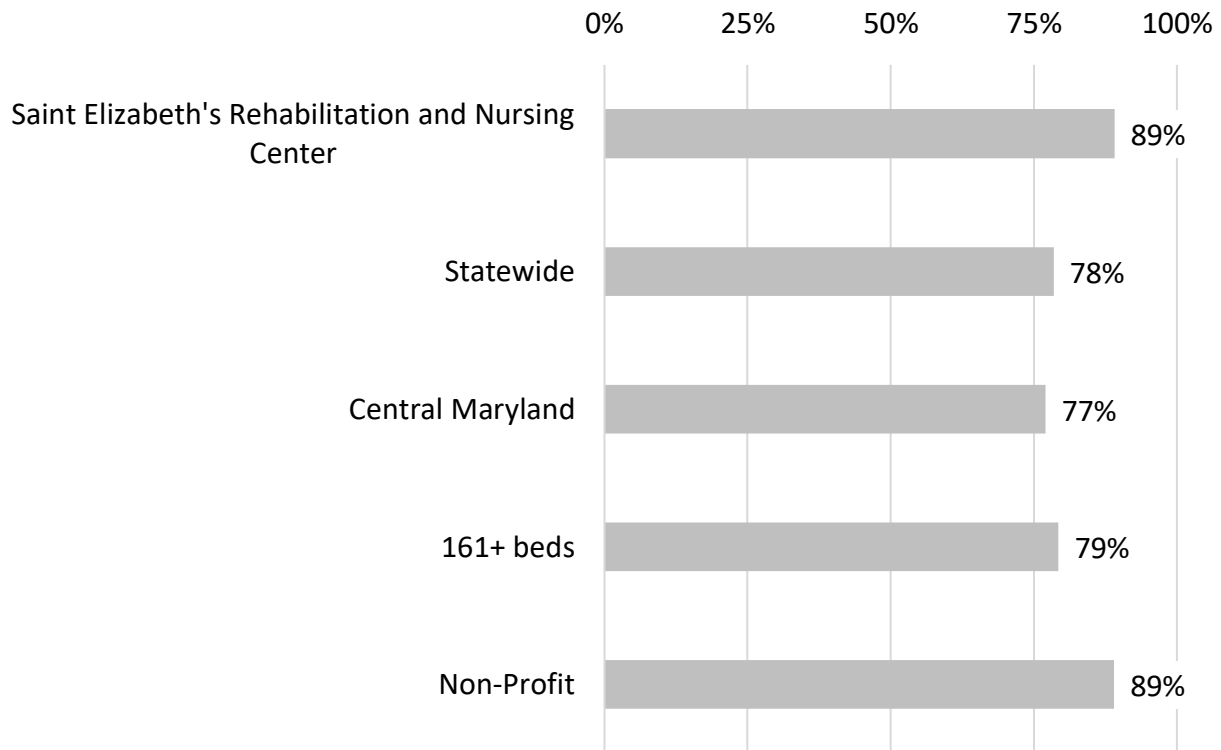


**Table 19. 2014-2019 Significant Differences for Nursing Home Recommendation Trending**

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against		
	Score	2019 Difference
<b>2019</b>	<b>89%</b>	
2018	89%	-
2016	98%	-
2015	90%	-
2014	91%	-

*A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).*

**Figure 19. 2019 Peer Group Domain Scores for Nursing Home Recommendation**



**Table 20. 2019 Significant Differences for Nursing Home Recommendation vs Peers**

2019 Saint Elizabeth's Rehabilitation and Nursing Center Score Measured Against Peer Group		
	Score	2019 Difference
<b>2019 Score</b>	<b>89%</b>	
Statewide	78%	-
Central Maryland	77%	-
161+ beds	79%	-
Non-Profit	89%	-

*A difference marked ↑ indicates the 2019 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2019 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*