

# Ohio Department of Aging Nursing Home Family Satisfaction Survey 2016

## CAPRICE HEALTH CARE CENTER

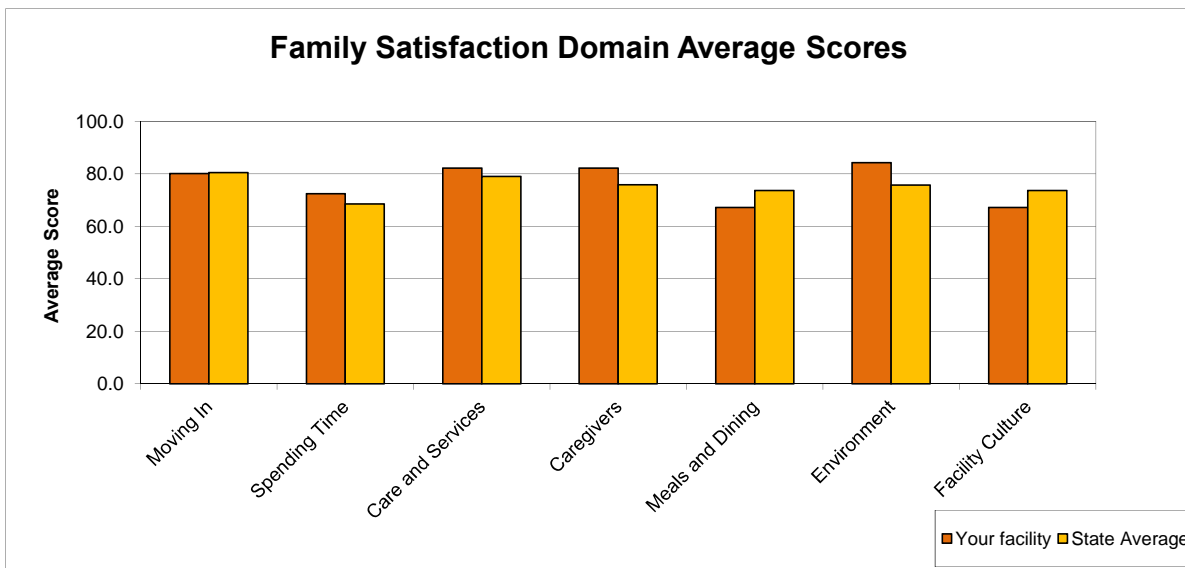
Facility Average

State Average

▪ **Overall Satisfaction Score**

79.3

77.9



These measurements are based upon the Ohio Nursing Home Family Satisfaction Survey . The Scripps Gerontology Center at Miami University gathered data by mail . These data reflect the care as reported by residents' family members, friends, and guardians. Scores with a \* have a greater than 10% margin of error.

## Statewide Profile of Respondents

Within this report, the word respondents refers to the family members who completed the family survey

|  |                   |   |                |
|--|-------------------|---|----------------|
| <b>Number of Respondents Statewide</b> | 20,945            |   |                |
|  | <b>State Avg.</b> |   | <b>State %</b> |
| <b>Statewide Response Rate</b>         | 40.4%             | <b>▪ Gender of Respondent</b>                       |                |
| ▪ <b>Average Age of Respondent</b>     | 62.3              | Male  | 31.6%          |
| ▪ <b>Average Age of Resident</b>       | 79.8              | Female  | 68.4%          |
|  |                   |   |                |
| <b>▪ Race/Ethnicity of Respondent</b>  | <b>State %</b>    | <b>▪ How Often Respondent Visits Resident</b>       |                |
| Asian/Pacific Islander                 | 0.4%              | Daily   | 19.8%          |
| African American/Black                 | 7.7%              | Several times a week                                | 36.3%          |
| Caucasian/White                        | 90.0%             | Once a week   | 20.6%          |
| Hispanic                               | 0.5%              | Two to three times a month                          | 10.9%          |
| Native American/Indian                 | 0.6%              | Once a month  | 6.5%           |
| Other                                  | 0.8%              | Few times a year                                    | 5.9%           |
| <b>▪ Relationship to Resident</b>      |                   | <b>▪ Resident's Expected Total Stay In Facility</b> |                |
| Spouse                                 | 13.5%             | Less than one month                                 | 3.1%           |
| Son/Daughter                           | 48.0%             | From one to three months                            | 6.0%           |
| Grandchild                             | 1.1%              | Greater than three months                           | 90.9%          |
| Niece/Nephew                           | 4.1%              |   |                |
| Son/Daughter In-Law                    | 4.6%              |   |                |
| Brother/Sister                         | 10.7%             |   |                |
| Friend                                 | 2.0%              |   |                |
| Parent                                 | 5.5%              |   |                |
| Guardian                               | 7.2%              |   |                |
| Other                                  | 3.3%              |   |                |

## Facility Profile of Respondents

|   |                   |                                      |            |
|---|-------------------|--------------------------------------|------------|
| <b>Number of Residents with Family/Friends</b>  | 73                |                                      |            |
| <b>Number of Respondents from this facility</b> | 28                | <b>Number of Respondents Needed</b>  | 21         |
|   | <b>Facility %</b> |                                      |            |
| <b>Facility Response Rate</b>                   | 50.0%             | <b>Facility met margin of error?</b> | <b>Yes</b> |
| <b>▪ How Often Respondent Visits Resident</b>   |                   |                                      |            |
| Daily   | 26.9%             |                                      |            |
| Several times a week                            | 38.5%             |                                      |            |
| Once a week                                     | 11.5%             |                                      |            |
| Two to three times a month                      | 7.7%              |                                      |            |
| Once a month                                    | 15.4%             |                                      |            |
| Few times a year                                | 0.0%              |                                      |            |

# Family Satisfaction

100=Definitely Yes, 67=Probably Yes, 33=Probably No, 0=Definitely No

|   | <u>Facility Average</u> | <u>State Average</u> |
|---|-------------------------|----------------------|
| <b><u>MOVING IN</u></b>   |                         |                      |
| Q1 When the resident moved in, were you given thorough information to help you know what to expect?                           | 73.4                    | 80.8                 |
| Q2 Was the resident given a thorough orientation to the nursing home?   | 74.3                    | 73.3                 |
| Q3 Did you feel warmly welcomed as a new family member?   | 89.8                    | 86.5                 |
| ▪ <b>Moving In Domain Score</b>   | <b>80.1</b>             | <b>80.5</b>          |
| <b><u>SPENDING TIME</u></b>   |                         |                      |
| Q4 Does the resident have something enjoyable to look forward to most days?   | 72.8                    | 66.9                 |
| Q5 Do the staff do a good job keeping the resident connected to the community?  | 66.8                    | 68.5                 |
| Q6 Does the resident have plenty of opportunities to do things that are meaningful to them?                                   | 72.1                    | 70.1                 |
| Q7 Does the resident like the provided activities?  | 70.8                    | 66.0                 |
| Q8 Does the nursing home provide things the resident enjoys doing on the weekend?   | 70.1                    | 60.0                 |
| Q9 Do you have plenty of opportunities to be involved in the nursing home?  | 77.4                    | 79.3                 |
| ▪ <b>Spending Time Domain Score</b>   | <b>72.4</b>             | <b>68.5</b>          |
| <b><u>CARE AND SERVICES</u></b>   |                         |                      |
| Q10 Are the resident's preferences about daily routine carried out (e.g. time and place for meals and time and type of bath)? | 81.1                    | 75.8                 |
| Q11 Do you have enough opportunities for input into decisions about your resident's care?                                     | 82.7                    | 81.9                 |
| Q12 Do you get enough information to make decisions with or about your resident?  | 82.8                    | 79.7                 |
| ▪ <b>Care and Services Domain Score</b>   | <b>82.6</b>             | <b>79.1</b>          |
| <b><u>CAREGIVERS</u></b>  |                         |                      |
| Q13 Do you feel confident the staff is knowledgeable about the resident's medical condition(s) and treatment(s)?              | 85.8                    | 79.3                 |
| Q14 Do the staff know what the resident likes and doesn't like?   | 80.8                    | 78.8                 |
| Q15 Do the staff regularly check to see if the resident needs anything?   | 82.1                    | 71.8                 |
| Q16 Have you gotten to know the staff who care for your resident?   | 84.0                    | 83.8                 |
| Q17 Do the staff come quickly anytime your resident needs help?   | 75.3                    | 65.7                 |
| ▪ <b>Caregivers Domain Score</b>  | <b>82.3</b>             | <b>75.9</b>          |
| <b><u>MEALS AND DINING</u></b>  |                         |                      |
| Q18 Is there a lot of variety in the meals?   | 65.3                    | 70.3                 |
| Q19 Are you included in mealtimes if you want to be?  | 79.7                    | 81.8                 |
| Q20 Is the food good?   | 57.3                    | 69.5                 |
| ▪ <b>Meals and Dining Domain Score</b>  | <b>67.3</b>             | <b>73.7</b>          |

# Family Satisfaction

100=Definitely Yes, 67=Probably Yes, 33=Probably No, 0=Definitely No

Facility Average

State Average

## ENVIRONMENT

|  |             |             |
|--|-------------|-------------|
| Q21 Is the nursing home thoroughly clean?        | 84.6        | 80.3        |
| Q22 Can the resident get outside often enough?   | 81.0        | 68.1        |
| Q23 Do you have a good place to visit privately? | 86.0        | 82.4        |
| Q24 Are the resident's belongings safe?          | 83.5        | 71.1        |
| <b>▪ Environment Domain Score</b>                | <b>84.3</b> | <b>75.8</b> |

## FACILITY CULTURE

|   |             |             |
|---|-------------|-------------|
| Q25 Are you encouraged to speak up when you have a problem?   | 89.8        | 85.9        |
| Q26 Are your concerns addressed in a timely way?  | 84.7        | 78.5        |
| Q27 Are you kept well informed about how things are going with your resident?   | 77.8        | 79.7        |
| Q28 Do the staff seem happy to work at the nursing home?  | 80.8        | 73.3        |
| Q29 Do the staff go above and beyond to give your resident a good life?   | 74.4        | 73.0        |
| Q30 Do you feel confident that staff would help your resident beyond their personal care needs if you could not (e.g. things like completing paperwork, purchasing clothing)? | 73.2        | 71.3        |
| Q31 Do you have peace of mind about the care your resident is getting when you aren't at the nursing home?  | 80.3        | 77.9        |
| Q32 Would you highly recommend this nursing home to a family member or friend?  | 78.6        | 75.4        |
| <b>▪ Facility Culture Domain Score</b>  | <b>79.5</b> | <b>77.0</b> |



## Family Satisfaction- A Closer Look:

### Summary Statements

Definitely  
No

Probably No

Probably  
Yes

Definitely  
Yes

Don't know  
/Not  
Applicable

#### MOVING IN

|   |      |      |       |       |       |
|---|------|------|-------|-------|-------|
| Q1 When the resident moved in, were you given thorough information to help you know what to expect? | 7.1% | 7.1% | 35.7% | 39.3% | 10.7% |
| Q2 Was the resident given a thorough orientation to the nursing home?                               | 7.1% | 7.1% | 25.0% | 39.3% | 21.4% |
| Q3 Did you feel warmly welcomed as a new family member?   | 0.0% | 0.0% | 28.6% | 64.3% | 7.1%  |

#### SPENDING TIME

|   |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|
| Q4 Does the resident have something enjoyable to look forward to most days?                 | 7.1%  | 10.7% | 21.4% | 39.3% | 21.4% |
| Q5 Do the staff do a good job keeping the resident connected to the community?              | 14.3% | 0.0%  | 32.1% | 28.6% | 25.0% |
| Q6 Does the resident have plenty of opportunities to do things that are meaningful to them? | 7.1%  | 7.1%  | 39.3% | 35.7% | 10.7% |
| Q7 Does the resident like the provided activities?  | 7.1%  | 17.9% | 17.9% | 42.9% | 14.3% |
| Q8 Does the nursing home provide things the resident enjoys doing on the weekend?           | 7.1%  | 7.1%  | 28.6% | 28.6% | 28.6% |
| Q9 Do you have plenty of opportunities to be involved in the nursing home?                  | 7.1%  | 7.1%  | 25.0% | 50.0% | 10.7% |

#### CARE AND SERVICES

|   |      |       |       |       |      |
|---|------|-------|-------|-------|------|
| Q10 Are the resident's preferences about daily routine carried out (e.g. time and place for meals and time and type of bath)? | 7.1% | 0.0%  | 35.7% | 57.1% | 0.0% |
| Q11 Do you have enough opportunities for input into decisions about your resident's care?                                     | 3.6% | 10.7% | 17.9% | 64.3% | 3.6% |
| Q12 Do you get enough information to make decisions with or about your resident?  | 3.6% | 7.1%  | 25.0% | 60.7% | 3.6% |

#### CAREGIVERS

|  |       |       |       |       |      |
|--|-------|-------|-------|-------|------|
| Q13 Do you feel confident the staff is knowledgeable about the resident's medical condition(s) and treatment(s)? | 3.6%  | 3.6%  | 25.0% | 67.9% | 0.0% |
| Q14 Do the staff know what the resident likes and doesn't like?  | 3.6%  | 7.1%  | 28.6% | 53.6% | 7.1% |
| Q15 Do the staff regularly check to see if the resident needs anything?  | 0.0%  | 10.7% | 28.6% | 53.6% | 7.1% |
| Q16 Have you gotten to know the staff who care for your resident?  | 3.6%  | 10.7% | 14.3% | 67.9% | 3.6% |
| Q17 Do the staff come quickly anytime your resident needs help?  | 10.7% | 14.3% | 10.7% | 60.7% | 3.6% |

## Family Satisfaction- A Closer Look:

| Summary Statements  | Definitely<br>No | Probably No | Probably<br>Yes | Definitely<br>Yes | Don't know<br>/Not<br>Applicable |
|---|------------------|-------------|-----------------|-------------------|----------------------------------|
| <b>MEALS AND DINING</b>   |                  |             |                 |                   |                                  |
| Q18 Is there a lot of variety in the meals?   | 14.3%            | 3.6%        | 32.1%           | 28.6%             | 21.4%                            |
| Q19 Are you included in mealtimes if you want to be?  | 3.6%             | 3.6%        | 21.4%           | 35.7%             | 35.7%                            |
| Q20 Is the food good?   | 17.9%            | 3.6%        | 35.7%           | 17.9%             | 25.0%                            |
| <b>ENVIRONMENT</b>  |                  |             |                 |                   |                                  |
| Q21 Is the nursing home thoroughly clean?   | 3.6%             | 3.6%        | 28.6%           | 64.3%             | 0.0%                             |
| Q22 Can the resident get outside often enough?  | 3.6%             | 3.6%        | 25.0%           | 42.9%             | 25.0%                            |
| Q23 Do you have a good place to visit privately?  | 3.6%             | 3.6%        | 21.4%           | 64.3%             | 7.1%                             |
| Q24 Are the resident's belongings safe?   | 3.6%             | 0.0%        | 39.3%           | 57.1%             | 0.0%                             |
| <b>FACILITY CULTURE</b>   |                  |             |                 |                   |                                  |
| Q25 Are you encouraged to speak up when you have a problem?   | 0.0%             | 7.1%        | 14.3%           | 71.4%             | 7.1%                             |
| Q26 Are your concerns addressed in a timely way?  | 3.6%             | 7.1%        | 17.9%           | 64.3%             | 7.1%                             |
| Q27 Are you kept well informed about how things are going with your resident?   | 10.7%            | 7.1%        | 17.9%           | 60.7%             | 3.6%                             |
| Q28 Do the staff seem happy to work at the nursing home?  | 7.1%             | 3.6%        | 25.0%           | 57.1%             | 7.1%                             |
| Q29 Do the staff go above and beyond to give your resident a good life?   | 10.7%            | 7.1%        | 25.0%           | 50.0%             | 7.1%                             |
| Q30 Do you feel confident that staff would help your resident beyond their personal care needs if you could not (e.g. things like completing paperwork, purchasing clothing)? | 14.3%            | 3.6%        | 25.0%           | 50.0%             | 7.1%                             |
| Q31 Do you have peace of mind about the care your resident is getting when you aren't at the nursing home?  | 7.1%             | 10.7%       | 14.3%           | 64.3%             | 3.6%                             |
| Q32 Would you highly recommend this nursing home to a family member or friend?  | 7.1%             | 7.1%        | 28.6%           | 57.1%             | 0.0%                             |

## Priority Index

The Priority Index (PI) is a tool to help facilities focus their quality improvement efforts on areas that matter to Residents. The PI may help you determine which areas—down to the question—will be most likely to improve your overall satisfaction score.

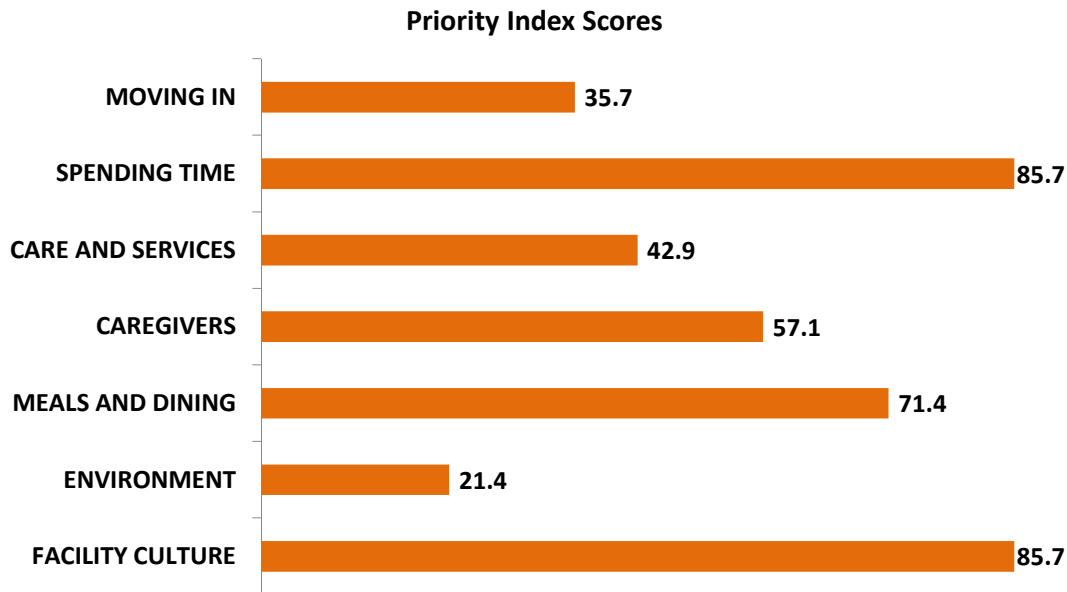
With limited resources for quality improvement activities, the PI is designed to highlight areas where improvement efforts may provide the most return on investment. The PI pinpoints areas that:

Are closely related or important to the facility's overall satisfaction score ("high" importance); and

Have relatively low scores ("low" score) indicating there is room to grow.

## Target Domains

According to the PI, the targeted domains with the highest values have both room to grow and show a strong relationship to overall satisfaction—thus working on improving these areas should increase satisfaction overall.

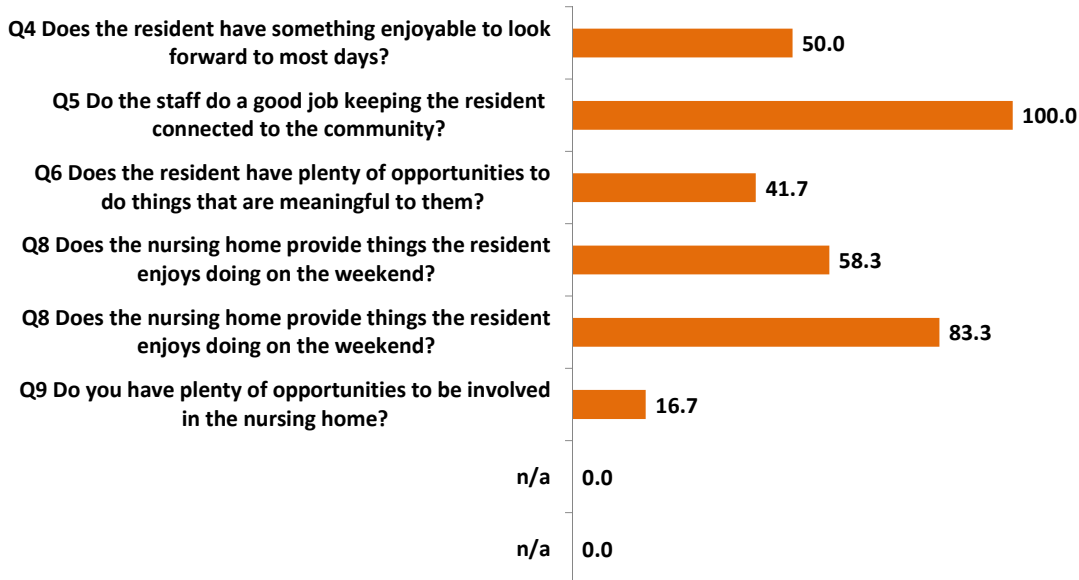




## Target Questions: SPENDING TIME

A PI score was calculated for each of the questions within the top two priority domains. In cases of tied targeted domain scores, the domain with the lowest mean is presented below. Questions with highest PI scores are the ones that may benefit from quality improvement.

### Priority Index Scores



## Target Questions: FACILITY CULTURE

A PI score was calculated for each of the questions within the top two priority domains. In cases of tied targeted domain scores, the domain with the lowest mean is presented below. Questions with highest PI scores are the ones that may benefit from quality improvement.

### Priority Index Scores

