



FOCUS ON EXCELLENCE

Satisfaction Survey Report of
Oklahoma's Nursing Facilities

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Applied Marketing Research, Inc.

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BACKGROUND AND METHODOLOGY

The Oklahoma Health Care Authority (OHCA) conducts the “Focus on Excellence” program, a voluntary, incentive-based payment and quality reporting system for SoonerCare participating nursing facilities.

OHCA contracted with Applied Marketing Research to conduct an annual mail satisfaction study among approximately 7,500 nursing facility residents, 3,600 residents’ family members or others responsible and 16,500 nursing facility employees as part of the “Focus on Excellence” program. Response rates for these three groups are shown on the following page.

Survey packets were created and distributed by mail to all appropriate participants. Employees were also given the option of completing a web-based survey tool. A web-ex training session and a toll-free phone number were established for nursing facility employees completing the survey or helping others to complete the survey. Family members and residents were also given the toll-free information number.

Surveys were mailed between October 3-10, 2012 and returned directly to Applied Marketing Research for data entry, tabulation and analysis.

Each nursing facility was given a summary report detailing how the facility scored on various attributes in comparison to the statewide averages as well as providing the minimum overall satisfaction/recommendation score needed to receive an incentive.

This report contains the statewide results of the study for all three surveys: residents, family members and employees.



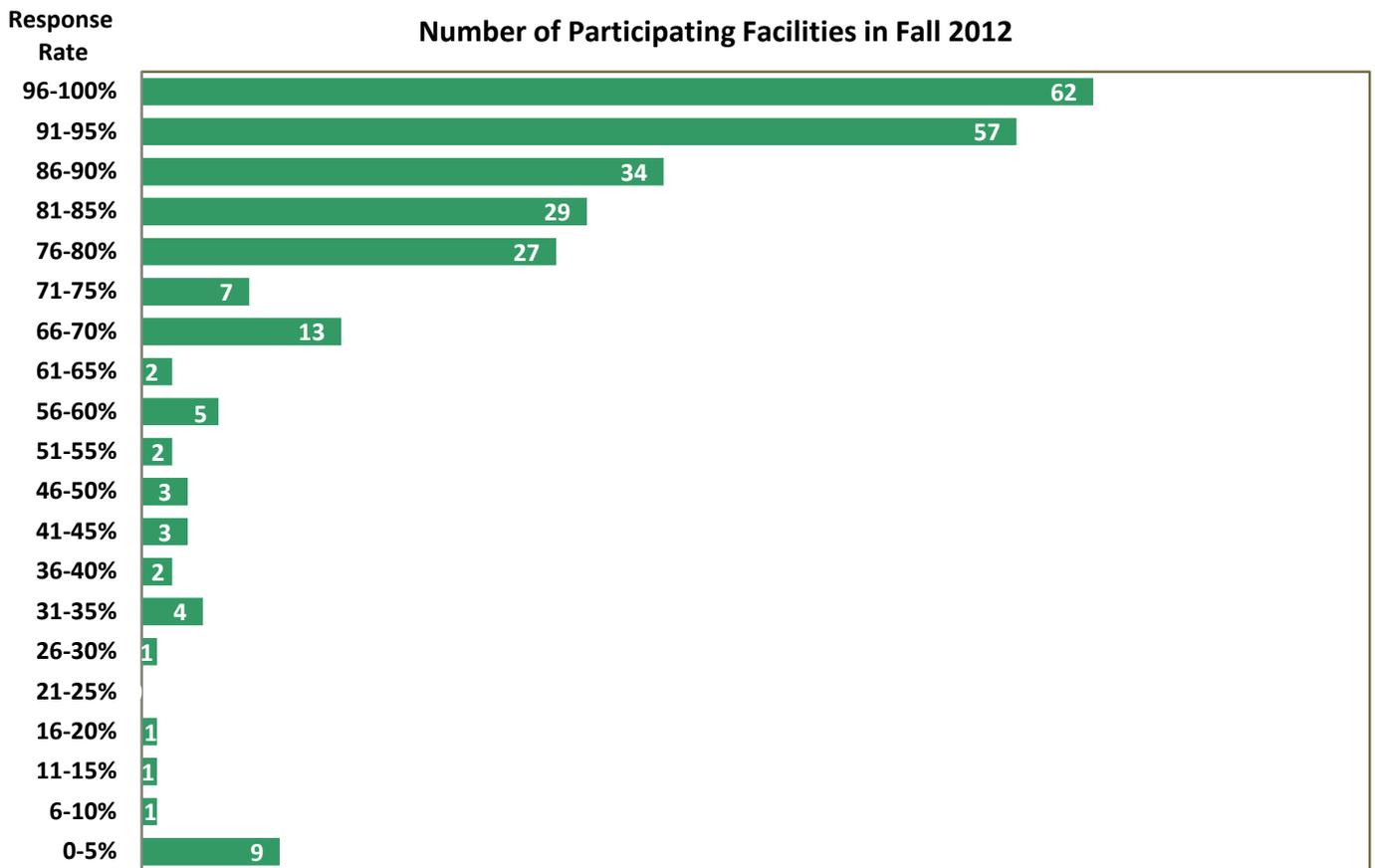
RESIDENT SATISFACTION SURVEY RESULTS



RESIDENT SURVEY RESPONSE RATES

Response Rates by Survey Time Period

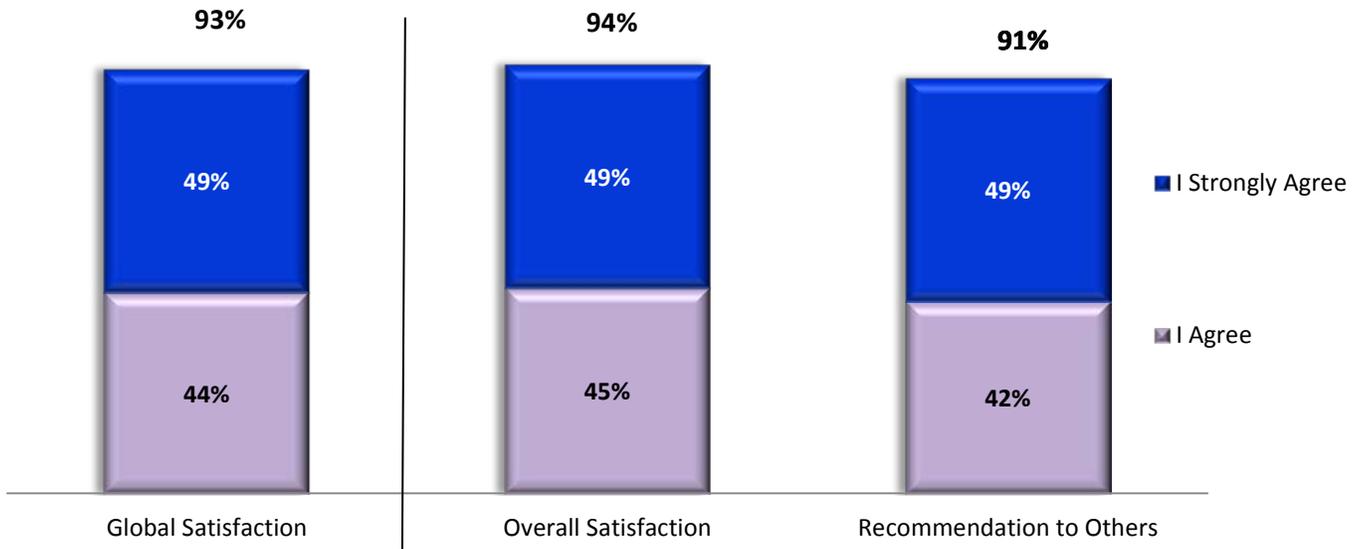
Participation	Survey Time Period			
	Fall 2012	Spring 2011	Fall 2010	Spring 2010
Resident Response Rate	82%	75%	79%	79%
Number of Participating Facilities	263	285	270	270
Number of Resident Surveys Received	7,174	7,209	7,170	7,341



RESIDENT SATISFACTION

GLOBAL SATISFACTION

OVERALL SATISFACTION WITH NURSING FACILITY PERCENT "AGREE" OR "STRONGLY AGREE"



NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

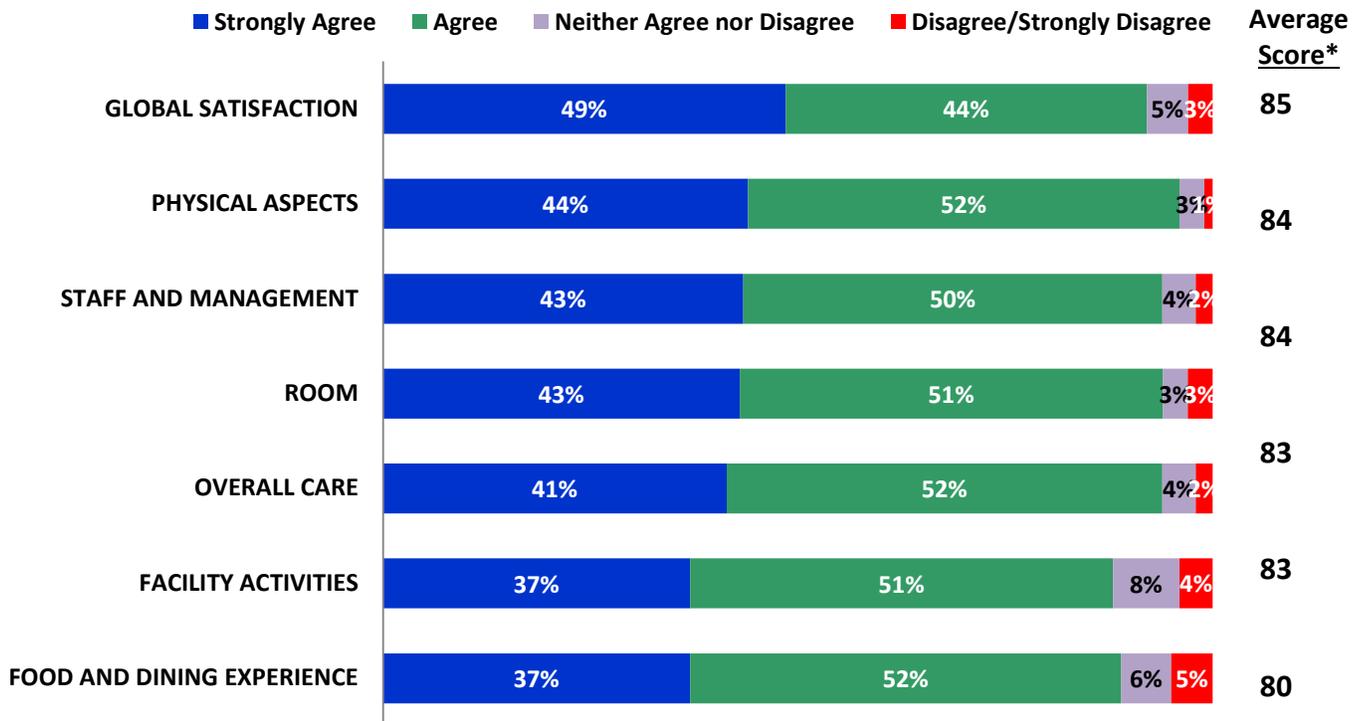
Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: 10b) Overall, I am satisfied with this nursing facility. 10a) I would recommend this nursing facility to family, friends, or others as a place to consider for nursing care.



RESIDENT SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN

RESIDENT OVERALL SATISFACTION BY DOMAIN RANKED BY AVERAGE SCORE



* Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the following statement: overall, I am satisfied with [the physical aspects], [the staff and management], [my room], [the care], [activities], [my dining experience] at this facility.

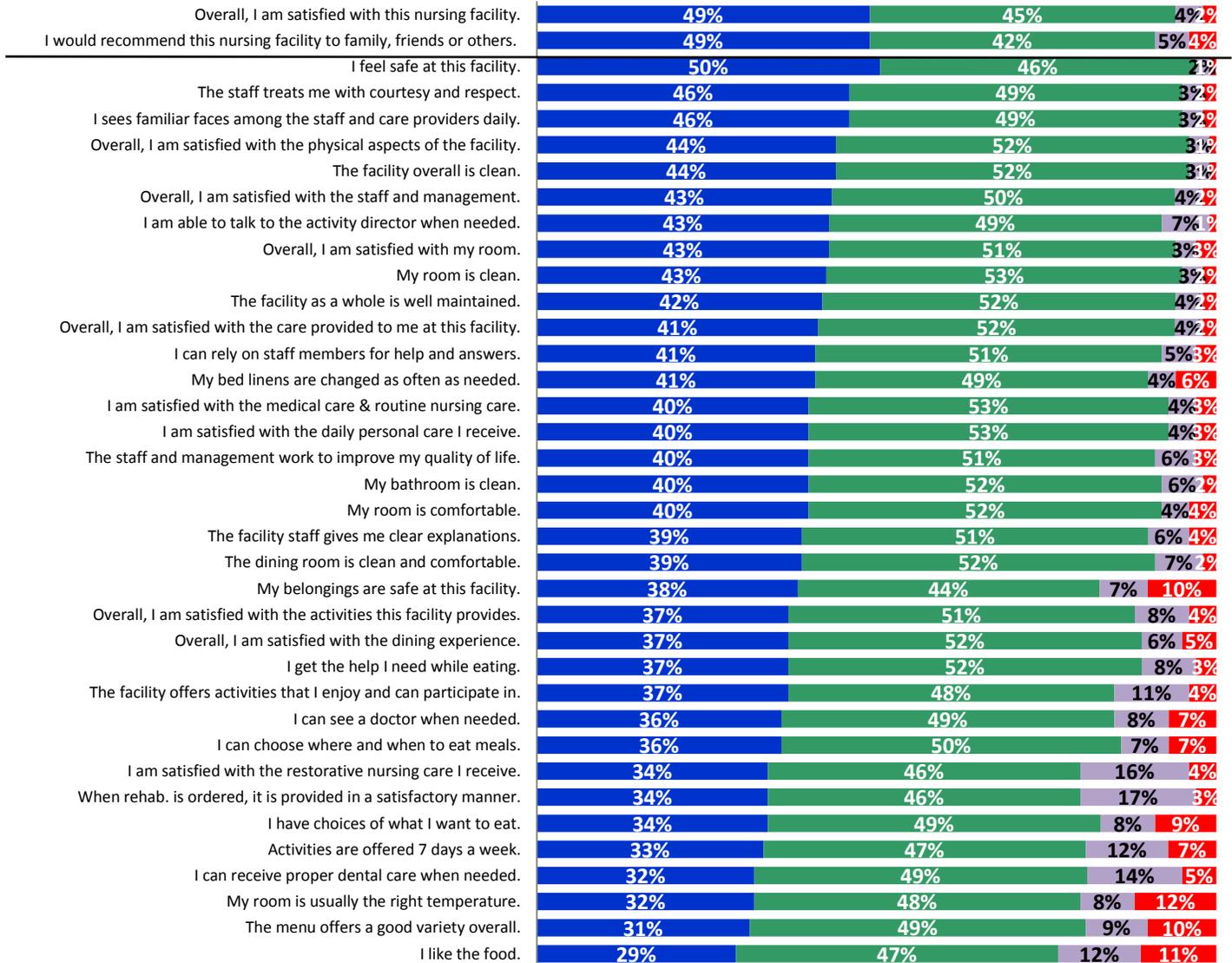


RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT WHO “STRONGLY AGREE”

RESIDENT SATISFACTION ITEMS RANKED BY PERCENT "STRONGLY AGREE"

■ Strongly Agree
 ■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree / Strongly Disagree



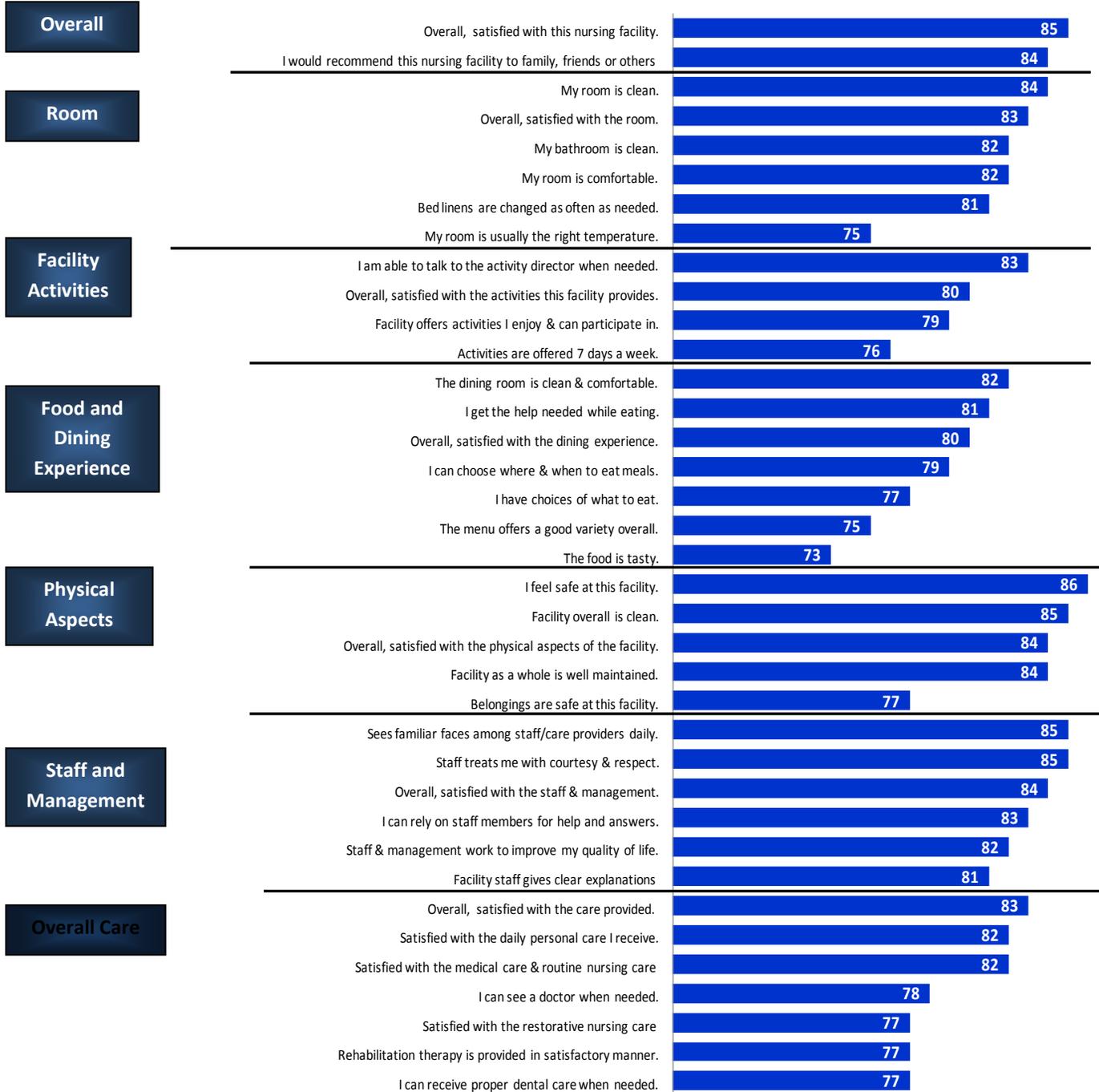
Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement:



RESIDENT SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

RESIDENT SATISFACTION ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR FALL 12



RESIDENT SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

		AVERAGE SCORES
OVERALL	I would recommend this nursing facility to family, friends or others as a place to consider for nursing care.	84
	Overall, I am satisfied with this nursing facility.	85
ROOM	My room is clean.	84
	Overall, I am satisfied with the room.	83
	My room is comfortable.	82
	My bathroom is clean.	82
	My bed linens are changed as often as needed.	81
	My room is usually the right temperature.	75
FACILITY ACTIVITIES	I am able to talk to the activity director when needed.	83
	Overall, I am satisfied with the activities this facility provides.	80
	The facility offers activities that I enjoy and can participate in.	79
	Activities are offered 7 days a week.	76
FOOD AND DINING EXPERIENCE	The dining room is clean and comfortable.	82
	I get the help I need while eating.	81
	Overall, I am satisfied with the dining experience.	80
	I can choose where and when to eat meals.	79
	I have choices of what I want to eat.	77
	The menu offers a good variety overall.	75
	The food is tasty	73
PHYSICAL ASPECTS	I feel safe at this facility.	86
	The facility overall is clean.	85
	The facility as a whole is well maintained.	84
	Overall, I am satisfied with the physical aspects of the facility.	84
	My belongings are safe at this facility.	77
STAFF AND MANAGEMENT	I see familiar faces among the staff and care providers daily.	85
	The staff treats me with courtesy and respect.	85
	Overall, I am satisfied with the staff and management.	84
	I can rely on staff members for help and answers.	83
	The staff and management work to improve my quality of life.	82
	The facility staff gives me clear explanations of things we need or want to know about.	81
OVERALL CARE	Overall, I am satisfied with the care provided to me at this facility.	83
	I am satisfied with the daily personal care I received.	82
	I am satisfied with the medical care and routine nursing care he/she receives.	82
	I can see a doctor when needed.	78
	I can receive proper dental care when needed.	77
	When rehabilitation therapy is ordered for me, it is provided in a satisfactory manner.	77
	I am satisfied with the restorative nursing care I receive.	77



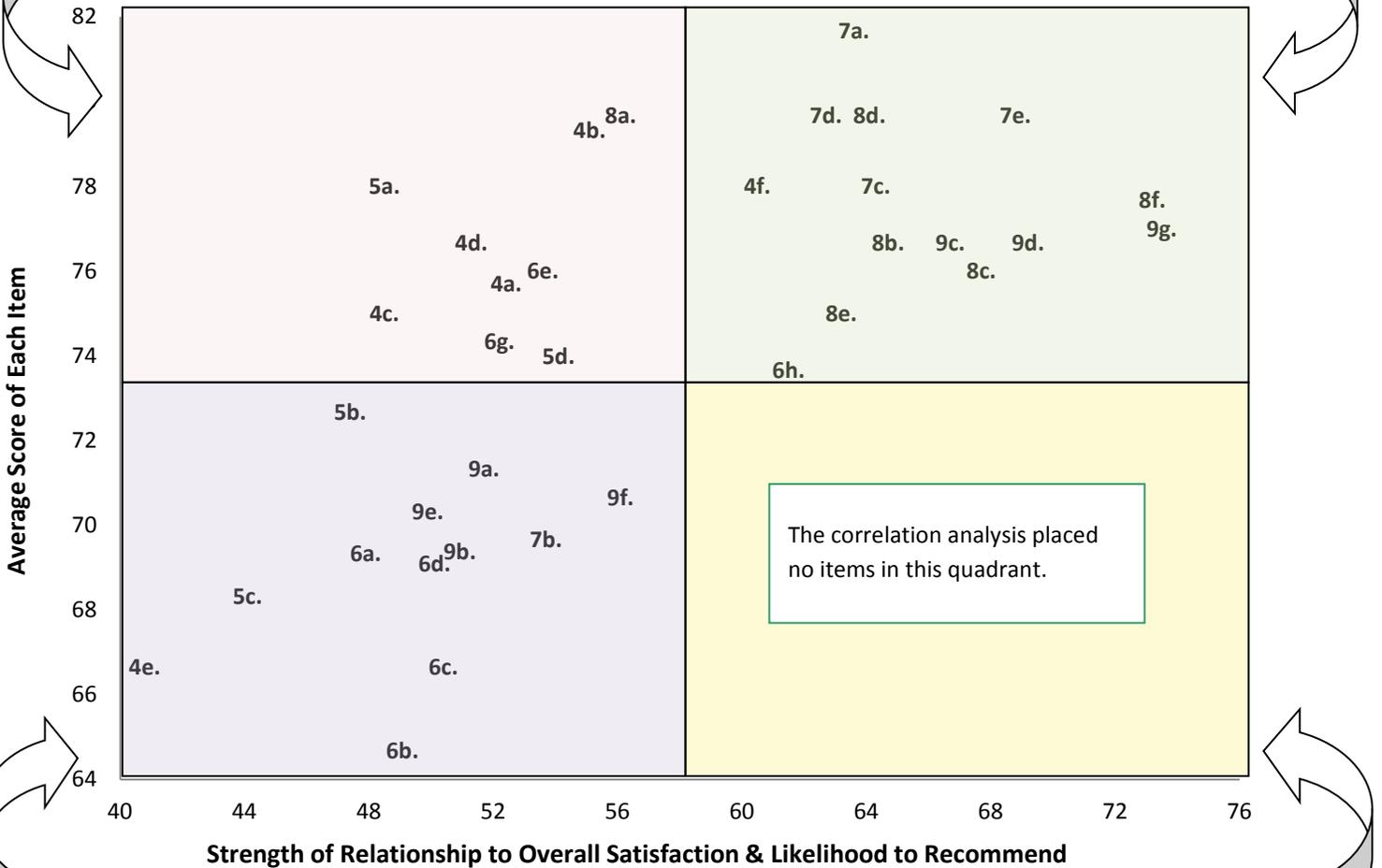
RESIDENT SATISFACTION

QUADRANT ANALYSIS

The relationship to overall satisfaction and likelihood to recommend was derived using correlation analysis

The upper left-hand quadrant shows items with a weaker relationship to Recommendation/Satisfaction with a higher than average score

The upper right-hand quadrant shows items with a strong relationship to Recommendation/Satisfaction with a higher than average score



The bottom left-hand quadrant shows items with a weaker relationship to Recommendation/Satisfaction with a lower than average score

The bottom right-hand quadrant shows items with a strong relationship to Recommendation/Satisfaction and a lower than average score



RESIDENT SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND AREAS OF CONCERN

SECONDARY STRENGTHS

Items with average scores above the midline that have a weaker relationship with "Satisfaction/Recommendation"

- 8a. Sees familiar faces among staff/care providers daily.
- 4b. The resident's room is clean.
- 5a. Resident is able to talk to the activity director when needed.
- 4d. Resident's bathroom is clean.
- 4a. Resident's room is comfortable.
- 6e. The dining room is clean & comfortable.
- 4c. Bed linens are changed as often as needed.
- 6g. The resident gets the help needed while eating.
- 5d. Overall, satisfied with the activities this facility provides.

PRIMARY STRENGTHS

Items with average scores above the midline that have a strong relationship with "Satisfaction/Recommendation"

- 7a. The resident feels safe at this facility.
- 7d. Facility overall is clean.
- 8d. Staff treats the resident with courtesy & respect.
- 7e. Overall, satisfied with the physical aspects of the facility.
- 4f. Overall, satisfied with the room.
- 7c. Facility as a whole is well maintained.
- 8f. Overall, satisfied with the staff & management.
- 9g. Overall, satisfied with the care provided.
- 8b. Resident can rely on staff members for help and answers.
- 9c. Satisfied with the daily personal care he/she receives.
- 9d. Satisfied with the medical care & routine nursing care
- 8c. Staff & management work to improve my quality of life.
- 8e. Facility staff gives clear explanations
- 6h. Overall, satisfied with the dining experience.

AREAS OF SECONDARY CONCERN

Items with average scores below the midline that have a weaker relationship with "Satisfaction/Recommendation"

- 5b. Facility offers activities I enjoy & can participate in.
- 9a. Resident can see a doctor when needed.
- 9f. Satisfied with the restorative nursing care
- 9e. Rehabilitation therapy is provided in satisfactory manner.
- 7b. Belongings are safe at this facility.
- 6a. The resident can choose where & when to eat meals.
- 6d. The resident has choices of what to eat.
- 9b. Resident can receive proper dental care when needed.
- 5c. Activities are offered 7 days a week.
- 4e. Resident's room is usually the right temperature.
- 6c. The menu offers a good variety overall.
- 6h. The resident likes the food.

AREAS OF PRIMARY CONCERN

Items with average scores below the midline that that have a strong relationship with "Satisfaction/Recommendation"

There are no areas of primary concern.



RESIDENT SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION

RESIDENTS				
Gender of resident		Age of resident		
Male	26%	Under 45	2%	
Female	54%	45 - 54	6%	
		55 - 64	14%	
		65 - 74	20%	72%
		75 - 84	27%	
		85 - 94	25%	
		95 or over	4%	

FACILITY CHOICE				
Reason for choosing		Length of stay		
Location	22%	Less than 1 month	1%	
Reputation	14%	1 to 3 months	5%	
Recommendation of doctor or hospital	25%	3 to 6 months	10%	
Recommendation of friend or relative	23%	6 months to 1 year	16%	
Other reason	14%	1 to 3 years	37%	65%
		More than 3 years	28%	

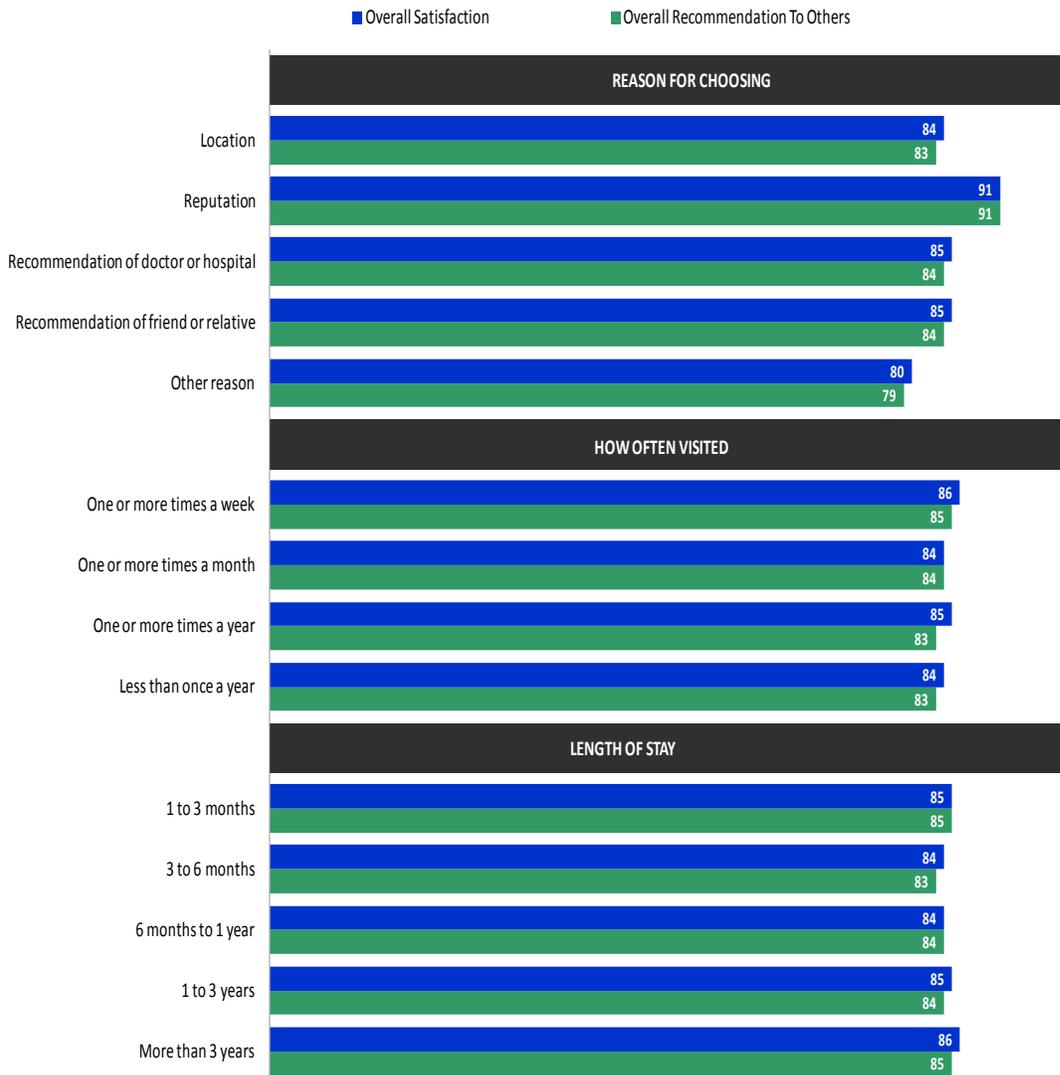
VISITORS				
Person visiting most		How often visited		
Spouse	7%	One or more times a week	54%	81%
Adult child/child	40%	One or more times a month	27%	
Brother or sister	15%	One or more times a year	10%	
Other family member	19%	Less than once a year	5%	
Friend	14%			

Assistance with survey	
Without assistance	31%
Family member	7%
Staff member	55%
A friend	2%
Another resident	1%
Other	3%



RESIDENT SATISFACTION

DEMOGRAPHIC DIFFERENCES IN AVERAGE SCORES FOR “OVERALL SATISFACTION” AND “RECOMMENDATION TO OTHERS”



Residents who originally chose the facility based on reputation gave the highest overall satisfaction & recommendation scores.

Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: 10b) Overall, I am satisfied with this nursing facility. 10a) I would recommend this nursing facility to family, friends, or others as a place to consider for nursing care.



RESIDENT SATISFACTION

SKILLED NURSING RESIDENT SATISFACTION SURVEY

1a. What is the most important reason why you or your family selected this facility?
1b. Who visits you most often?
1c. How often does this person visit you?
1d. How long have you lived in this nursing facility?
2. What is your age?
3. What is your gender?
4a. My room is comfortable.
4b. My room is clean.
4c. My bed linens are changed as often as needed.
4d. My bathroom is clean.
4e. My room is usually the right temperature.
4f. Overall, I am satisfied with my room.
5a. I am able to talk to the activity director when I need to.
5b. The facility offers activities that I both enjoy and can participate in.
5c. Activities are offered 7 days a week.
5d. Overall, I am satisfied with the activities this facility provides.
6a. I can choose where and when to eat my meals.
6b. The food is tasty.
6c. The menu offers a good variety overall.
6d. I have choices of what I want to eat.
6e. The dining room area is clean and comfortable.
6g. I get the help I need while eating.
6h. Overall, I am satisfied with my dining experience.
7a. I feel safe at this facility.
7b. I feel that my belongings are safe at this facility.
7c. The facility as a whole is well maintained.
7d. The facility overall is clean.
7e. Overall, I am satisfied with the physical aspects of the facility.
8a. I see familiar faces among the staff and care providers daily.
8b. I can rely on staff members for help and answers.
8c. The staff and management work to improve my quality of life.
8d. The staff treats me with courtesy and respect.
8e. I receive clear explanations about things I need or want to know.
8f. Overall, I am satisfied with the staff and management.
9a. I can see a doctor when needed.
9b. I can receive proper dental care when needed.
9c. I am satisfied with the daily personal care I receive.
9d. I am satisfied with the medical care and routine nursing care I receive.
9e. When rehabilitation therapy is ordered for me, it is provided in a satisfactory manner.
9f. I am satisfied with the restorative nursing care I receive.
9g. Overall, I am satisfied with the care provided to me at this facility.
10a. I would recommend this nursing facility to family, friends or others as a place to consider for nursing care.
10b. Overall, I am satisfied with this nursing facility.



Family Member Satisfaction Survey Results



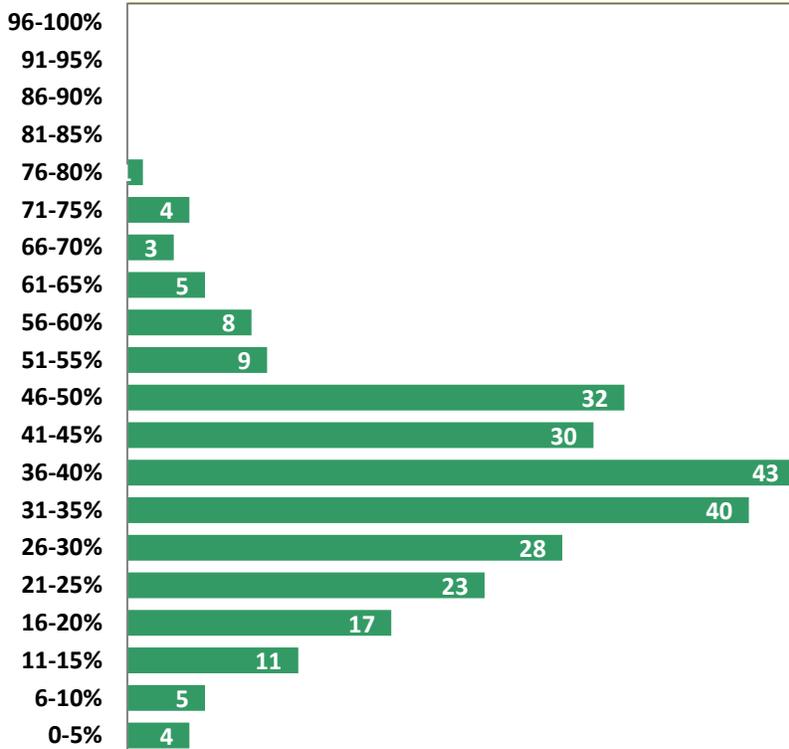
FAMILY MEMBER SURVEY RESPONSE RATES

Response Rates by Survey Time Period

Participation	Survey Time Period			
	Fall 2012	Spring 2011	Fall 2010	Spring 2010
Family Member Response Rate	35%	37%	42%	43%
Number of Participating Facilities	263	287	278	280
Number of Family Member Surveys Received	2,435	2,920	3,430	3,434

Response Rate

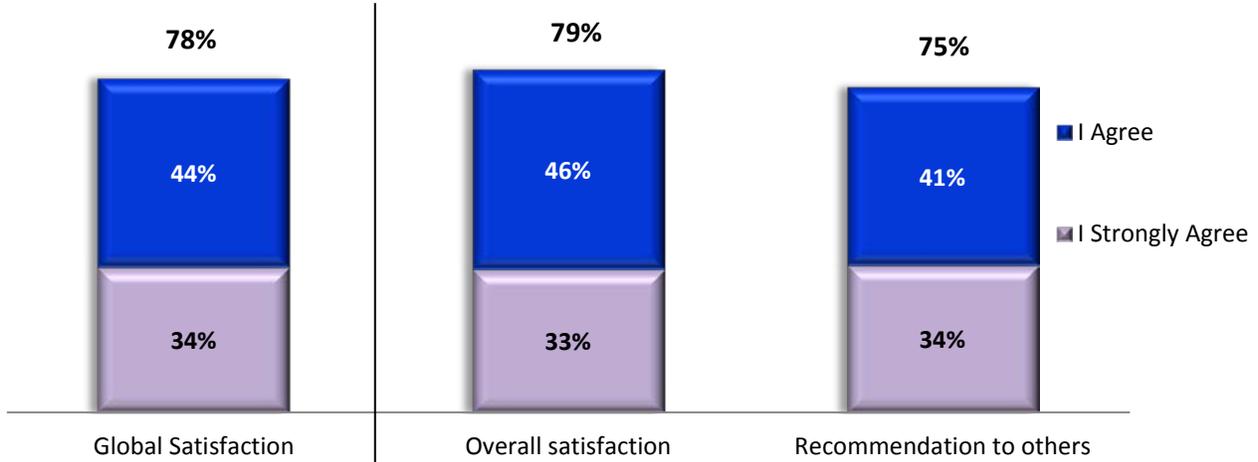
Number of Participating Facilities in Fall 2012



FAMILY MEMBER SATISFACTION

GLOBAL SATISFACTION

OVERALL SATISFACTION WITH NURSING FACILITY PERCENT "AGREE" OR "STRONGLY AGREE"



NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

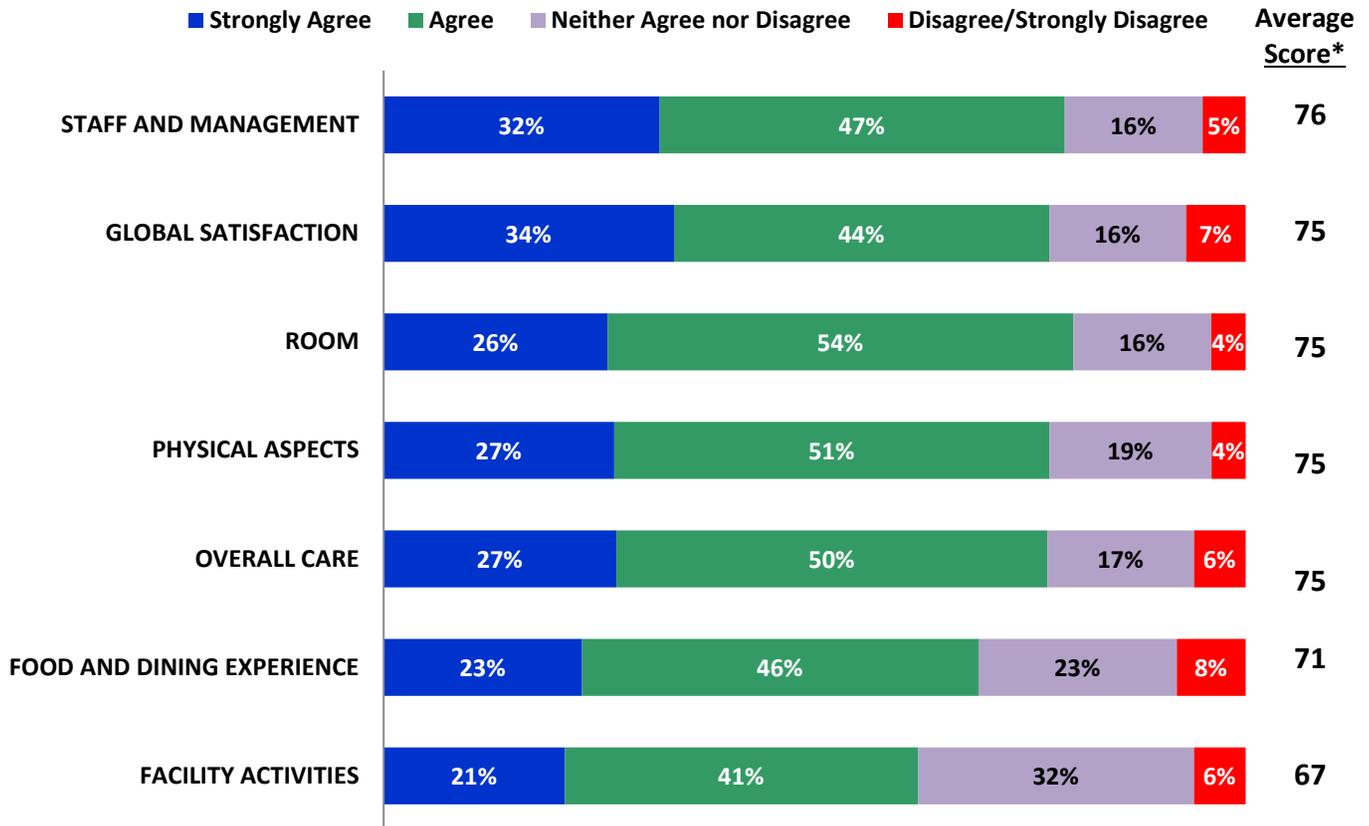
Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: 10b) Overall, the resident is satisfied with this nursing facility. 10a) The resident would recommend this nursing facility to family, friends, or others as a place to consider for nursing care.



FAMILY MEMBER SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN

FAMILY MEMBERS SATISFACTION ITEMS RANKED BY AVERAGE SCORE



* Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

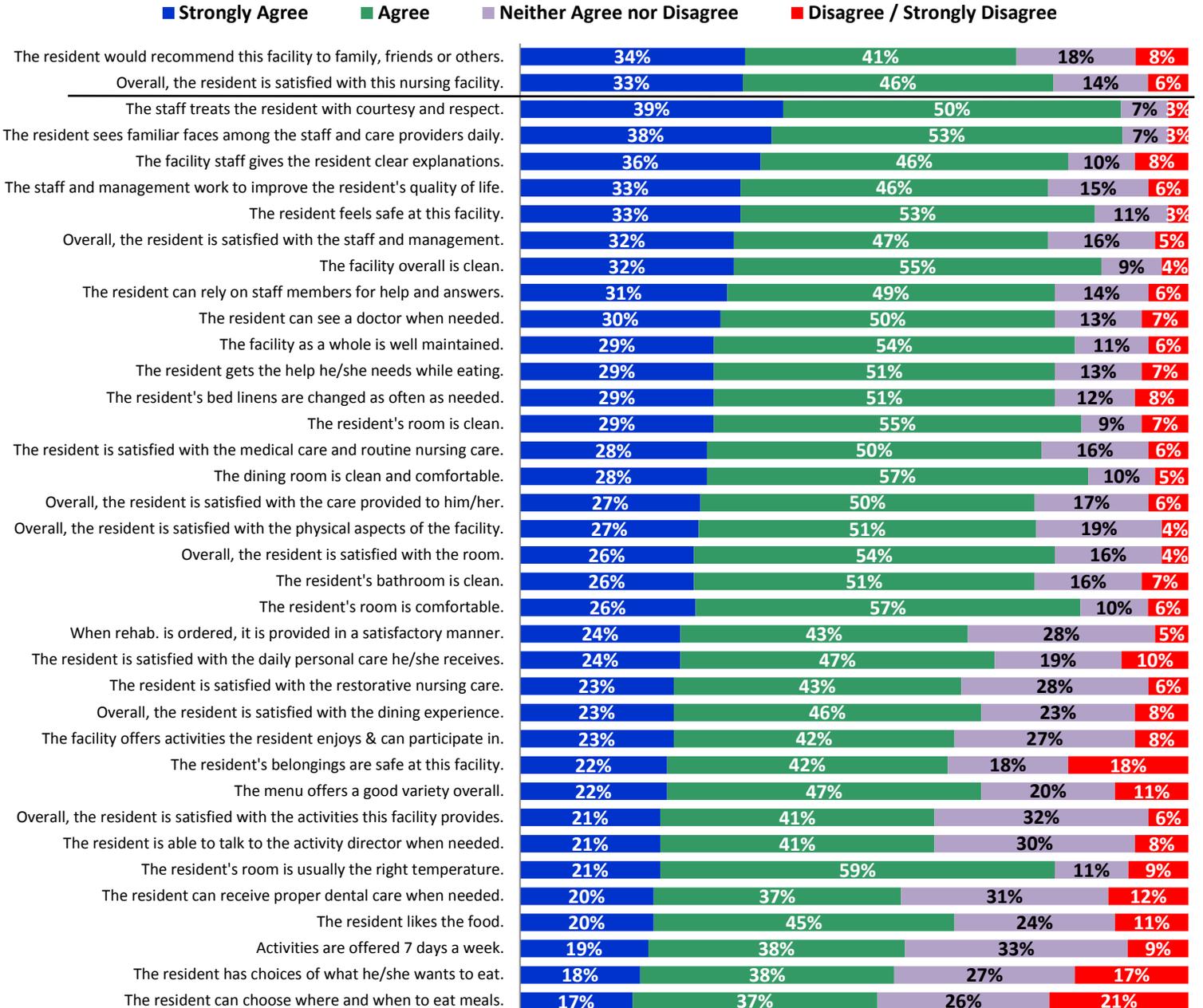
Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the following statement: Overall, the resident is satisfied with [the physical aspects], [the staff and management], [my room], [the care], [activities], [my dining experience] at this facility.



FAMILY MEMBER SATISFACTION

ITEMS RANKED BY PERCENT WHO "STRONGLY AGREE"

FAMILY MEMBERS SATISFACTION ITEMS RANKED BY PERCENT "STRONGLY AGREE"



FAMILY MEMBER SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

FAMILY MEMBERS SATISFACTION ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

Overall	Overall, the resident is satisfied with this nursing facility.	76
	The resident would recommend this facility to others as a place for care.	75
Room	The resident's room is clean.	77
	The resident's room is comfortable.	76
	Overall, the resident is satisfied with the room.	75
	The resident's bed linens are changed as often as needed.	75
	The resident's bathroom is clean.	74
	The resident's room is usually the right temperature.	73
Facility Activities	The facility offers activities that the resident enjoys and can participate in.	69
	Overall, the resident is satisfied with the activities this facility provides.	69
	The resident is able to talk to the activity director when needed.	68
	Activities are offered 7 days a week.	66
Food and Dining Experience	The dining room is clean and comfortable.	77
	The resident gets the help he/she needs while eating.	75
	Overall, the resident is satisfied with the dining experience.	71
	The menu offers a good variety overall.	70
	The resident likes the food.	68
	The resident has choices of what he/she wants to eat.	63
	The resident can choose where and when to eat meals.	62
Physical Aspects	The resident feels safe at this facility.	79
	The facility overall is clean.	78
	The facility as a whole is well maintained.	76
	Overall, the resident is satisfied with the physical aspects of the facility.	75
	The resident's belongings are safe at this facility.	66
Staff and Management	The resident sees familiar faces among the staff and care providers daily.	81
	The staff treats the resident with courtesy and respect.	81
	The facility staff gives the resident clear explanations.	77
	Overall, the resident is satisfied with the staff and management.	76
	The staff and management work to improve the resident's quality of life.	76
	The resident can rely on staff members for help and answers.	76
Overall Care	The resident can see a doctor when needed.	75
	The resident is satisfied with the medical care and routine nursing care...	75
	Overall, the resident is satisfied with the care provided to him/her at this...	75
	The resident is satisfied with the restorative nursing care	71
	Rehab. therapy is provided in a satisfactory manner.	71
	The resident is satisfied with the daily personal care he/she receives.	70
	The resident can receive proper dental care when needed.	66



FAMILY MEMBER SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

		AVERAGE SCORES
OVERALL	The resident would recommend this nursing facility to family, friends or others as a place to consider for nursing care.	75
	Overall, the resident is satisfied with this nursing facility.	75
ROOM	The resident's room is clean.	77
	The resident's room is comfortable.	76
	The resident's bed linens are changed as often as needed.	75
	Overall, the resident is satisfied with the room.	75
	The resident's bathroom is clean.	74
	The resident's room is usually the right temperature.	73
FACILITY ACTIVITIES	Overall, the resident is satisfied with the activities this facility provides.	69
	The facility offers activities that the resident enjoys and can participate in.	69
	The resident is able to talk to the activity director when needed.	68
	Activities are offered 7 days a week.	66
FOOD AND DINING EXPERIENCE	The dining room is clean and comfortable.	77
	The resident gets the help he/she needs while eating.	75
	Overall, the resident is satisfied with the dining experience.	71
	The menu offers a good variety overall.	70
	The resident likes the food.	68
	The resident has choices of what he/she wants to eat.	63
PHYSICAL ASPECTS	The resident can choose where and when to eat meals.	62
	The resident feels safe at this facility.	79
	The facility overall is clean.	78
	The facility as a whole is well maintained.	76
	Overall, the resident is satisfied with the physical aspects of the facility.	75
STAFF AND MANAGEMENT	The resident's belongings are safe at this facility.	66
	The staff treats the resident with courtesy and respect.	81
	The resident sees familiar faces among the staff and care providers daily.	81
	The facility staff gives the resident clear explanations of things we need or want to know about.	77
	The resident can rely on staff members for help and answers.	76
	The staff and management work to improve the resident's quality of life.	76
OVERALL CARE	Overall, the resident is satisfied with the staff and management.	76
	Overall, the resident is satisfied with the care provided to him/her at this facility.	75
	The resident is satisfied with the medical care and routine nursing care he/she receives.	75
	The resident can see a doctor when needed.	75
	When rehabilitation therapy is ordered for the resident, it is provided in a satisfactory manner.	71
	When rehabilitation therapy is provided in a satisfactory manner.	70
	The resident is satisfied with the restorative nursing care provided.	70
The resident can receive proper dental care when needed.	66	



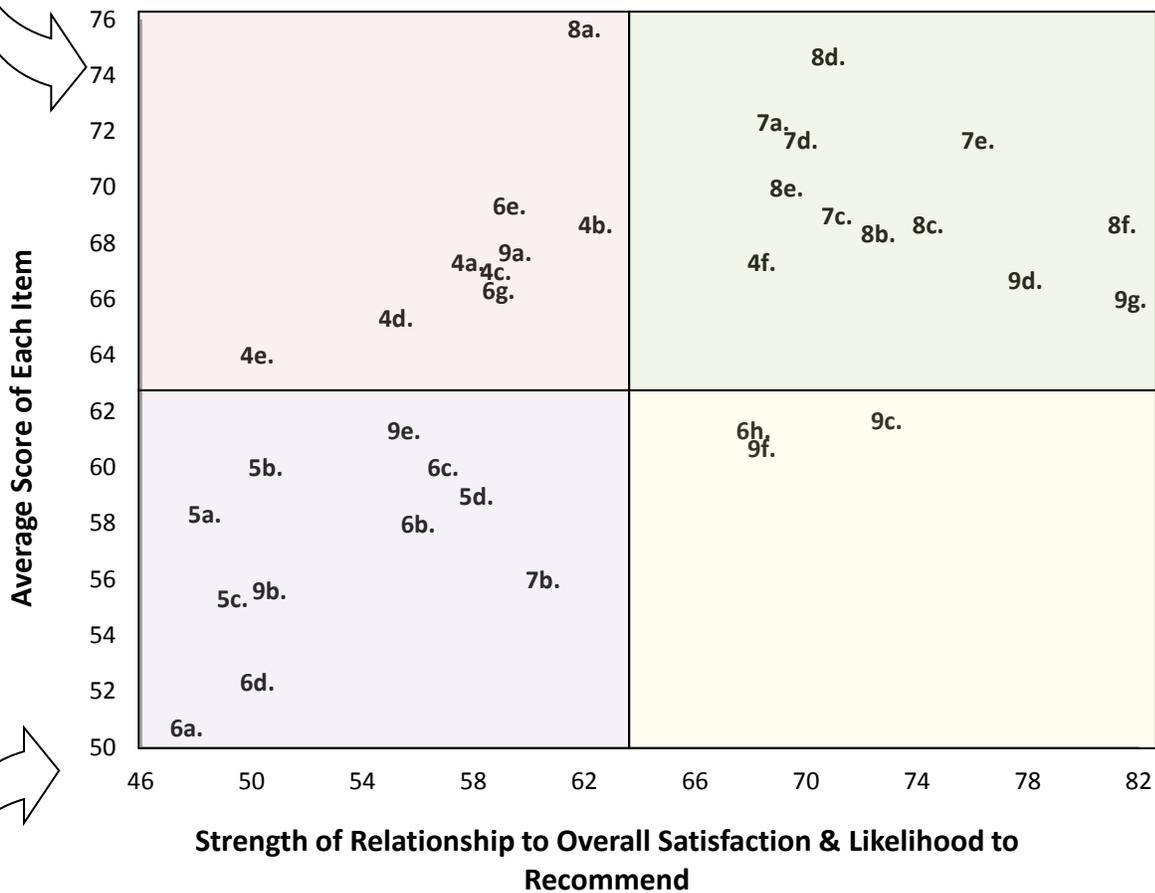
FAMILY MEMBER SATISFACTION

QUADRANT ANALYSIS

The relationship to overall satisfaction and likelihood to recommend was derived using correlation analysis.

The upper left-hand quadrant shows items with a weaker relationship to Recommendation/Satisfaction with a higher than average score.

The upper right-hand quadrant shows items with a strong relationship to Recommendation/Satisfaction with a higher than average score.



The bottom left-hand quadrant shows items with a weaker relationship to Recommendation/Satisfaction with a lower than average score.

The bottom right-hand quadrant shows items with a strong relationship to Recommendation/Satisfaction and a lower than average score.



FAMILY MEMBER SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND AREAS OF CONCERN

SECONDARY STRENGTHS

Items with average scores above the midline that have a weaker relationship with "Satisfaction/Recommendation"

- 8a. The resident sees familiar faces among the staff and care providers daily.
- 6e. The dining room is clean and comfortable.
- 4b. The resident's room is clean.
- 9a. The resident can see a doctor when needed.
- 4a. The resident's room is comfortable.
- 4c. The resident's bed linens are changed as often as needed.
- 6g. The resident gets the help he/she needs while eating.
- 4d. The resident's bathroom is clean.
- 4e. The resident's room is usually the right temperature.

PRIMARY STRENGTHS

Items with average scores above the midline that have a strong relationship with "Satisfaction/Recommendation"

- 8d. The staff treats the resident with courtesy and respect.
- 7a. The resident feels safe at this facility.
- 7d. The facility overall is clean.
- 7e. Overall, the resident is satisfied with the physical aspects of the facility.
- 8e. The facility staff gives the resident clear explanations of things we need or want to know about.
- 7c. The facility as a whole is well maintained.
- 8c. The staff and management work to improve the resident's quality of life.
- 8f. Overall, the resident is satisfied with the staff and management.
- 8b. The resident can rely on staff members for help and answers.
- 4f. Overall, the resident is satisfied with the room.
- 9d. The resident is satisfied with the medical care and routine nursing care he/she receives.
- 9g. Overall, the resident is satisfied with the care provided to him/her at this facility.

AREAS OF SECONDARY CONCERN

Items with average scores below the midline that have a weaker relationship with "Satisfaction/Recommendation"

- 9e. When rehabilitation therapy is ordered for the resident, it is provided in a satisfactory manner.
- 5b. The facility offers activities that the resident enjoys and can participate in.
- 6c. The menu offers a good variety overall.
- 5d. Overall, the resident is satisfied with the activities this facility provides.
- 5a. The resident is able to talk to the activity director when needed.
- 6b. The resident likes the food.
- 7b. The resident's belongings are safe at this facility.
- 5c. Activities are offered 7 days a week.
- 9b. The resident can receive proper dental care when needed.
- 6d. The resident has choices of what he/she wants to eat.
- 6a. The resident can choose where and when to eat meals.

AREAS OF PRIMARY CONCERN

Items with average scores below the midline that that have a strong relationship with "Satisfaction/Recommendation"

- 9c. The resident is satisfied with the daily personal care he/she receives.
- 6h. Overall, the resident is satisfied with the dining experience.
- 9f. The resident is satisfied with the restorative nursing care he/she receives.

These items indicate that family members feel that improvements can be made in the resident's daily care, restorative nursing care and dining experience.



FAMILY MEMBER SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION

FAMILY MEMBERS				
Gender of family members			Age of family members	
Male	21%		Under 45	1%
Female	70%		45 - 54	2%
No Answer	9%		55 - 64	4%
			65 - 74	11%
			75 - 84	27%
			85 - 94	44%
			95 or over	11%
				82%

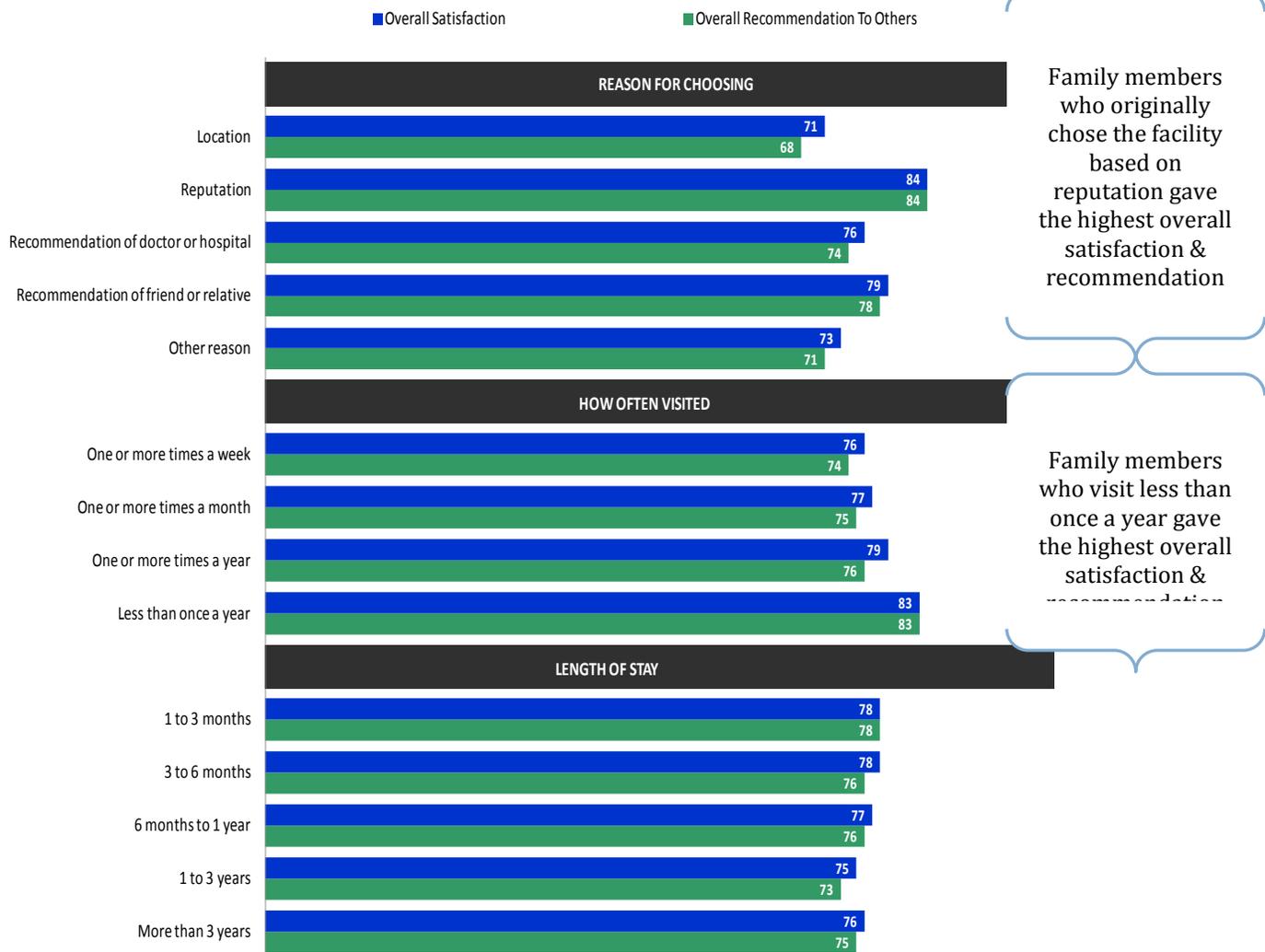
FACILITY CHOICE				
Reason for choosing			Length of stay	
Location	35%		Less than 1 month	1%
Reputation	24%	59%	1 to 3 months	5%
Recommendation of doctor or hospital	12%		3 to 6 months	9%
Recommendation of friend or relative	14%		6 months to 1 year	13%
Other reason	14%		1 to 3 years	37%
			More than 3 years	35%
				72%

VISITORS				
Person visiting most			How often visited	
Spouse	12%		One or more times a week	74%
Adult child/child	41%		One or more times a month	18%
Friend / Neighbor	2%		One or more times a year	6%
Other family member	27%		Less than once a year	1%
Legal guardian	16%			92%



FAMILY MEMBER SATISFACTION

AVERAGE SCORES FOR “OVERALL SATISFACTION” AND “RECOMMENDATION TO OTHERS” BY DEMOGRAPHICS



Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: 10b) Overall, the resident is satisfied with this nursing facility. 10a) The resident would recommend this nursing facility to family, friends, or others as a place to consider for nursing care.



FAMILY MEMBER SATISFACTION

SKILLED NURSING FAMILY MEMBER SATISFACTION SURVEY REFERENCES

1a. What is your relationship to the resident of this nursing facility?
1b. How long has the resident lived in this nursing facility?
1c. How often do you visit this resident?
1d. What is the most important reason this facility was selected?
2. What is the resident's age?
3. What is the resident's gender?
4a. The resident's room is comfortable.
4b. The resident's room is clean.
4c. The resident's bed linens are changed as often as needed.
4d. The resident's bathroom is clean.
4e. The resident's room is usually the right temperature.
4f. Overall, the resident is satisfied with the room.
5a. The resident is able to talk to the activity director when needed.
5b. The facility offers activities that the resident both enjoys and can participate in.
5c. Activities are offered 7 days a week.
5d. Overall, the resident is satisfied with the activities this facility provides.
6a. The resident can choose where and when to eat meals.
6b. The resident likes the food.
6c. The menu offers a good variety overall.
6d. The resident has choices of what he/she wants to eat.
6f. The dining room is clean and comfortable.
6g. The resident gets the help he/she needs while eating.
6h. Overall, the resident is satisfied with the dining experience.
7a. The resident feels safe at this facility.
7b. The resident's belongings are safe at this facility.
7c. The facility as a whole is well maintained.
7d. The facility overall is clean.
7e. Overall, the resident is satisfied with the physical aspects of the facility.
8a. The resident sees familiar faces among the staff and care providers daily.
8b. The resident can rely on staff members for help and answers.
8c. The staff and management work to improve the resident's quality of life.
8d. The staff treats the resident with courtesy and respect.
8e. The facility staff gives the resident and me clear explanations of things we need or want to know about.
8f. Overall, the resident is satisfied with the staff and management.
9a. The resident can see a doctor when needed.
9b. The resident can receive proper dental care when needed.
9c. The resident is satisfied with the daily personal care he/she receives.
9d. The resident is satisfied with the medical care and routine nursing care he/she receives.
9e. When rehabilitation therapy is ordered for the resident, it is provided in a satisfactory manner.
9f. The resident is satisfied with the restorative nursing care he/she receives.
9g. Overall, the resident is satisfied with the care provided to him/her at this facility.
10a. The resident would recommend this nursing facility to family, friends or others as a place to consider for nursing care.
10b. Overall, the resident is satisfied with this nursing facility.



Employee Satisfaction Survey Results



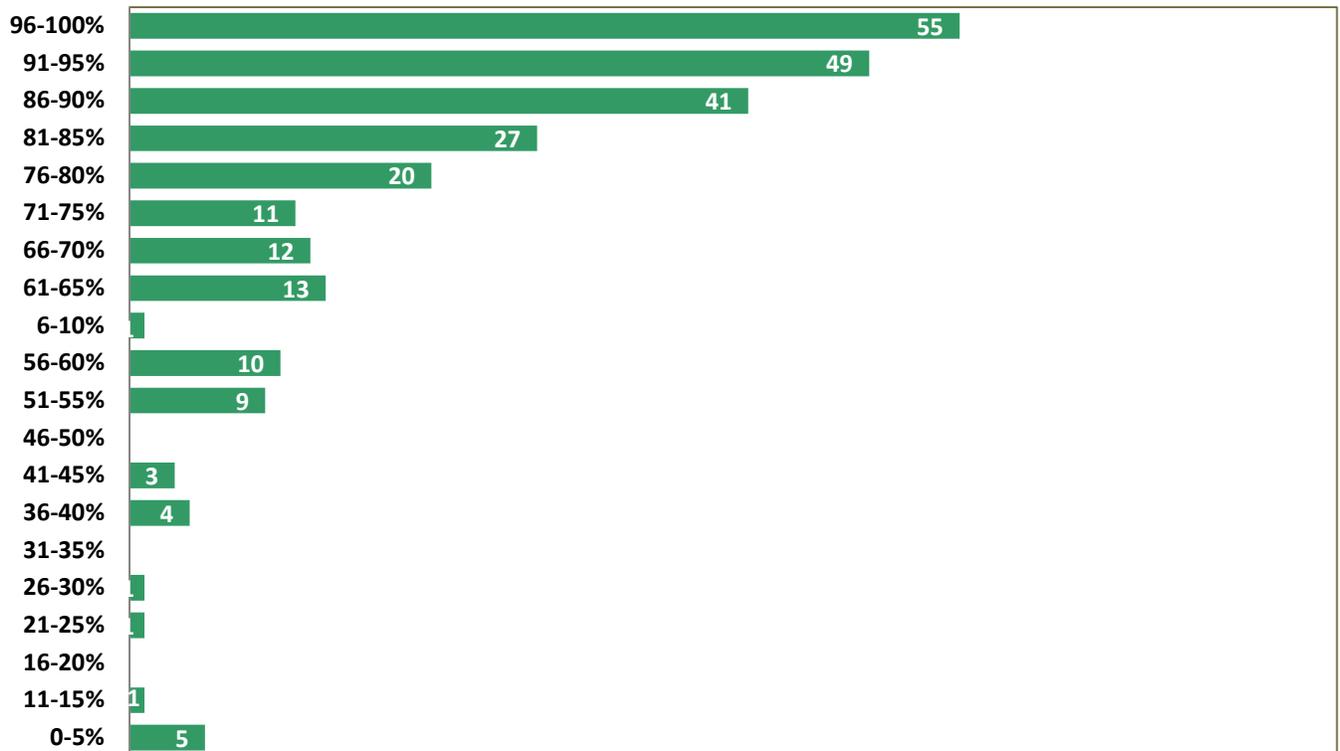
EMPLOYEE SURVEY RESPONSE RATES

Response Rates by Survey Time Period

Participation	Fall 2012			Spring 2011	Fall 2010	Spring 2010
	Paper	Web	Combined Total			
Employee Response Rate	80%	62%	80%	76%	80%	81%
Number of Participating Facilities	262	20	262	288	281	283
Number of Employee Surveys Received	14,048	76	14,124	15,930	16,463	16,485

Response Rate

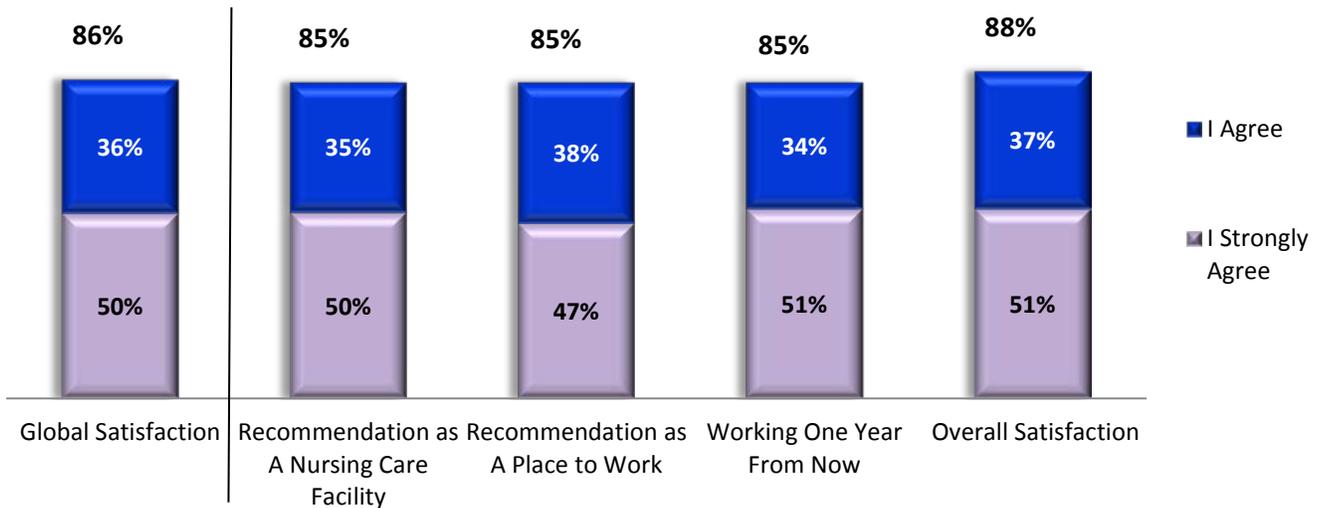
Number of Participating Facilities in Fall 2012



EMPLOYEE SATISFACTION

GLOBAL SATISFACTION

OVERALL SATISFACTION WITH NURSING FACILITY PERCENT "AGREE" OR "STRONGLY AGREE"



NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

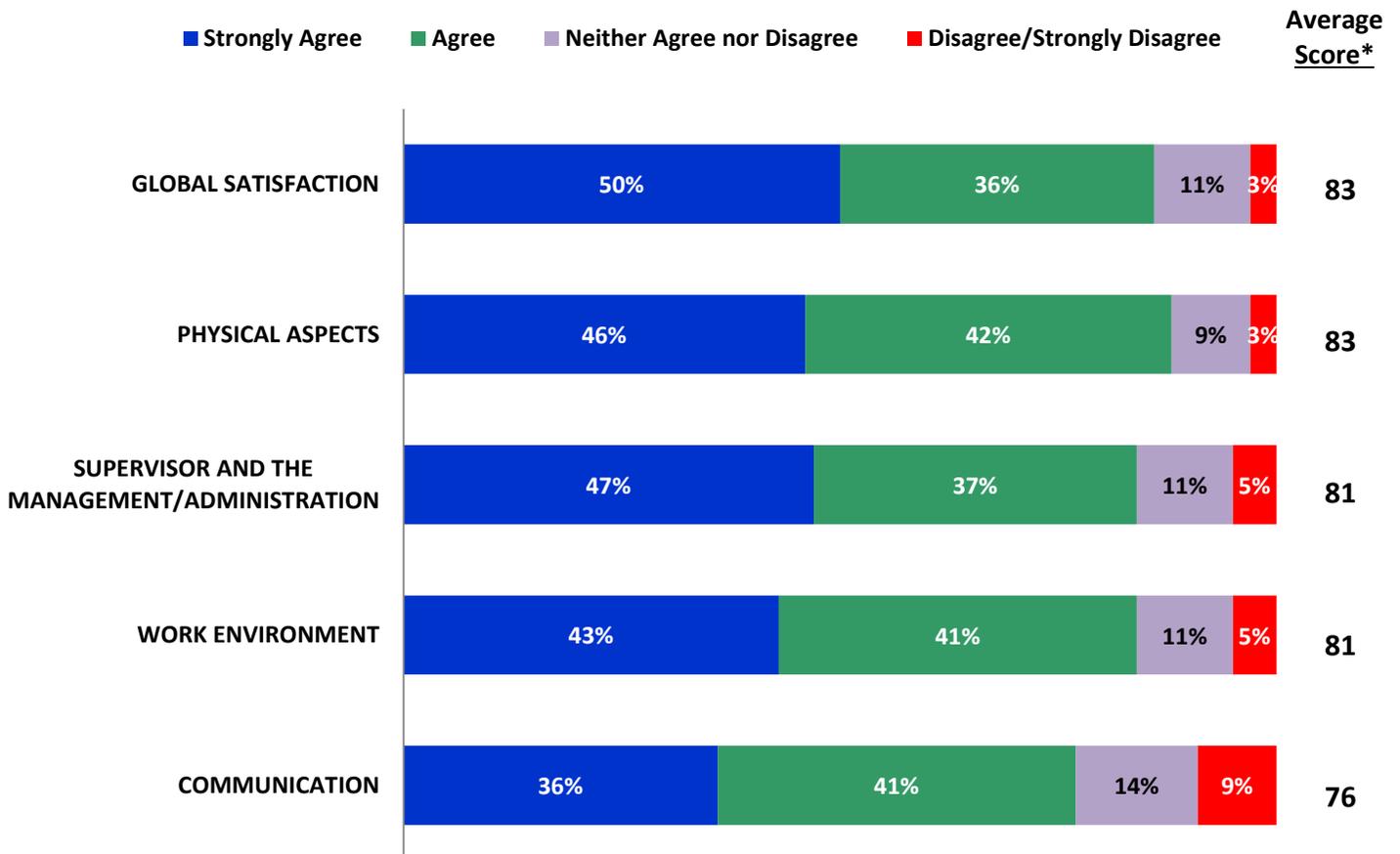
Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: 10a) I would recommend this facility to family, friends, or others as a place to consider as a nursing care facility. 10b) I would recommend this facility to others as a place to work. 10c) I probably will be working at this facility one year from now. 10d) Overall, I am satisfied with my job at this nursing facility.



EMPLOYEE SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN

EMPLOYEE OVERALL SATISFACTION BY DOMAIN RANKED BY AVERAGE SCORE



Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the following statement: Overall, I am satisfied with [the physical aspects], [my supervisors and management], [the work environment], [the communication] at this facility.



EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT WHO "STRONGLY AGREE"

EMPLOYEE SATISFACTION ITEMS RANKED BY PERCENT "STRONGLY AGREE"

■ Strongly Agree
 ■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree / Strongly Disagree

Item	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree / Strongly Disagree
Overall, I am satisfied with my job at this facility	51%	37%	9%	3%
I probably will be working at this facility one year from now	51%	34%	12%	4%
I would recommend this facility to others as a place to work	47%	38%	11%	4%
I would recommend facility to consider as a nursing care facility	50%	35%	10%	5%
I am motivated to care for the residents	64%	32%	4%	0%
I feel safe while at this facility	59%	35%	4%	2%
The administrator knows my name and recognizes me at work	56%	33%	7%	4%
This facility provides safe accommodations for the residents	54%	40%	4%	2%
My direct supervisor is respectful to me	51%	38%	7%	4%
The staff at this facility treats family members with respect	50%	43%	5%	1%
My direct supervisor is fair to me	50%	38%	8%	4%
My direct supervisor helps me succeed at my job	49%	37%	10%	4%
This facility provides great care to the residents	48%	42%	9%	1%
My direct supervisor makes me feel valued	48%	35%	12%	6%
The staff at this facility treats residents with respect	47%	43%	8%	3%
Overall, I am satisfied with my supervisor & management/admin.	47%	37%	11%	5%
Overall, I am satisfied with the physical aspects of this facility	46%	42%	9%	3%
This facility is clean	46%	43%	7%	4%
The administration overall recognizes my hard work	45%	33%	14%	8%
The manner in which my supervisor communicates with me is good.	45%	40%	9%	6%
This facility furnishes enough supplies to take care of residents	44%	38%	10%	8%
The facility as a whole is well maintained	44%	41%	9%	5%
Overall, I am satisfied with the work environment at this facility	43%	41%	11%	5%
Management's review of my work is fair	43%	40%	13%	4%
The training when I first started my job here was helpful to me	43%	42%	9%	6%
The supervisors I work with seem to enjoy their job	42%	41%	12%	4%
I am usually assigned to the same residents	42%	35%	18%	5%
I am satisfied with the training I continue to receive at this facility	42%	43%	11%	4%
The equipment in this facility is well maintained	41%	41%	11%	7%
The manner in which the mgmt/admin. communicates with me is good	40%	41%	12%	7%
This facility offers a positive employee working environment	39%	41%	14%	6%
I can freely offer my suggestions without any concerns	39%	41%	12%	7%
Sups./mgmt are interested in my ideas to improve resident living...	38%	40%	16%	6%
Sups./mgmt are interested in my ideas about improving work conditions	37%	39%	16%	8%
Our staff works together as a team	36%	40%	16%	9%
Overall, I am satisfied with the communication at this facility	36%	41%	14%	9%
The employees at my job level seem to enjoy working here	35%	42%	16%	7%
Management understands the value of my work	34%	40%	15%	10%
Communication exchanged at shift change is sufficient.	29%	42%	17%	12%
There are future opportunities for advancement for me here.	27%	34%	24%	16%
The benefits I receive here are comparable to another similar job.	22%	33%	22%	23%
The pay I receive here is comparable to what I would receive at a similar...	22%	36%	19%	23%



EMPLOYEE SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

EMPLOYEE SATISFACTION ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

Overall

Overall, I am satisfied with my job at this facility	84
I probably will be working at this facility one year from now	83
I would recommend this facility as a nursing care facility	82
I would recommend this facility to others as a place to work	82

Physical Aspects

I feel safe while at this facility	88
This facility provides safe accommodations for the residents	87
This facility is clean	83
Overall, I am satisfied with the physical aspects of this facility	83
The facility as a whole is well maintained	81
This facility furnishes enough supplies to take care of residents	80
The equipment in this facility is well maintained	78

Communication

I am satisfied with the training I continue to receive at this facility	81
The manner in which my supervisor communicates with me is good	80
The training I received when I first started my job here was helpful	80
The manner in which the mgmt/admin. communicates with me is good	78
I can freely offer my suggestions without any concerns	78
Sups./mgmt. are interested in my ideas about improving resident living...	77
Sups./mgmt. are interested in my ideas about improving work conditions	76
Overall, I am satisfied with the communication at this facility	76
The communication that is exchanged at shift change is sufficient	71

Supervisors/ Mgmt./Admin

The administrator knows my name and recognizes me at work	85
My direct supervisor is respectful to me	84
My direct supervisor is fair to me	83
My direct supervisor helps me succeed at my job	82
Overall, I am satisfied with my sup. and the mgmt/admin.	81
My direct supervisor makes me feel valued	80
Mgmt's review of my work is fair	80
The admin. overall recognizes my hard work	78
Mgmt. understands the value of my work	74

Work Environment & Motivations

I am motivated to care for the residents	89
The staff at this facility treats family members with respect	86
This facility provides great care to the residents	84
The staff at this facility treats residents with respect	83
Overall, I am satisfied with the work environment at this facility	81
The supervisors I work with seem to enjoy their job	80
I am usually assigned to the same residents	78
This facility offers a positive employee working environment	78
The employees at my job level seem to enjoy working here	76
Our staff works together as a team	75
There are future opportunities for advancement for me here	67
The pay I receive is comparable to a similar job	63
The benefits I receive are comparable to a similar job	61



EMPLOYEE SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

		AVERAGE SCORES
OVERALL	Overall, I am satisfied with my job at this facility	84
	I probably will be working at this facility one year from now	83
	I would recommend this facility to others as a place to work	82
	I would recommend this facility as a nursing care facility	82
PHYSICAL ASPECTS	I feel safe while at this facility	88
	This facility provides safe accommodations for the residents	87
	Overall, I am satisfied with the physical aspects of this facility	83
	This facility is clean	83
	The facility as a whole is well maintained	81
	This facility furnishes enough supplies to take care of residents	80
	The equipment in this facility is well maintained	78
COMMUNICATION	I am satisfied with the training I continue to receive at this facility	81
	The training I received when I first started my job here was helpful to me	80
	The manner in which my supervisor communicates with me is good	80
	I can freely offer my suggestions without any concerns	78
	The manner in which the mgmt/admin. communicates with me is good	78
	Sups./mgmt. are interested in my ideas about improving resident living conditions	77
	Overall, I am satisfied with the communication at this facility	76
	Sups. & mgmt. are interested in my ideas about improving work conditions	76
SUPERVISOR AND THE MANAGEMENT/ADMINIST RATION	The communication that is exchanged at shift change is sufficient	71
	The administrator knows my name and recognizes me at work	85
	My direct supervisor is respectful to me	84
	My direct supervisor is fair to me	83
	My direct supervisor helps me succeed at my job	82
	Overall, I am satisfied with my sup. and the mgmt/admin.	81
	Mgmt's review of my work is fair	80
	My direct supervisor makes me feel valued	80
	The admin. overall recognizes my hard work	78
	Mgmt. understands the value of my work	74
WORK ENVIRONMENT	I am motivated to care for the residents	89
	The staff at this facility treats family members with respect	86
	This facility provides great care to the residents	84
	The staff at this facility treats residents with respect	83
	Overall, I am satisfied with the work environment at this facility	81
	The supervisors I work with seem to enjoy their job	80
	This facility offers a positive employee working environment	78
	I am usually assigned to the same residents	78
	The employees at my job level seem to enjoy working here	76
	Our staff works together as a team	75
	There are future opportunities for advancement for me here	67
	The pay I receive is comparable to a similar job	63
The benefits I receive are comparable to a similar job	61	



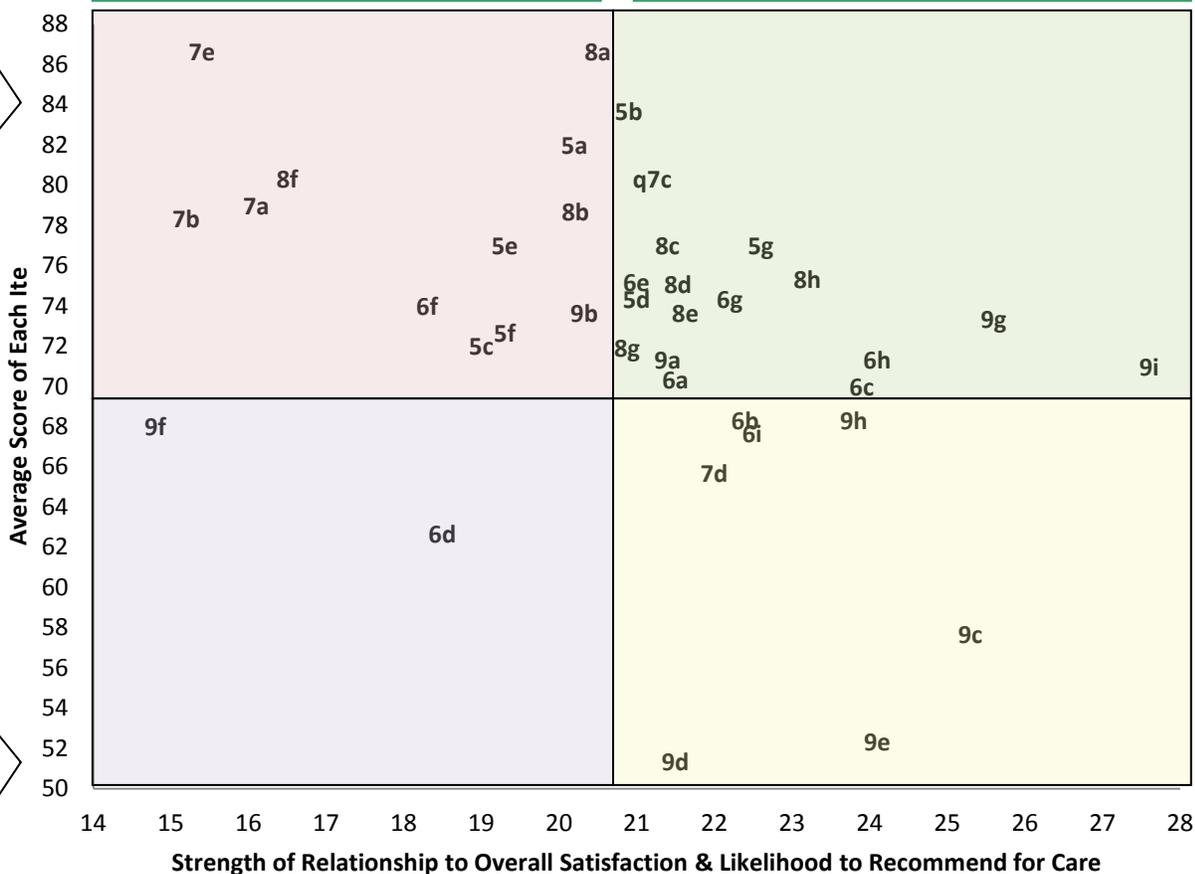
EMPLOYEE SATISFACTION

QUADRANT ANALYSIS

The relationship to overall satisfaction and likelihood to recommend was derived using correlation analysis.

The upper left-hand quadrant shows items with a weaker relationship to Recommendation/Satisfaction with a higher than average score

The upper right-hand quadrant shows items with a stronger relationship to Recommendation/Satisfaction with a higher than average score



The bottom left-hand quadrant shows items with a weaker relationship to Recommendation/Satisfaction with a lower than average score.

The bottom right-hand quadrant shows items with a stronger relationship to Recommendation/Satisfaction and a lower than average score.



EMPLOYEE SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND AREAS OF CONCERN

SECONDARY STRENGTHS

Items with average scores above the midline that have a weaker relationship with "Satisfaction/Recommendation"

- 7e. I am motivated to care for the residents.
- 8a. My direct supervisor is fair to me.
- 5a. This facility provides safe accommodations for the residents.
- 8f. The administrator knows my name and recognizes me at work.
- 7a. The pay I receive at this facility is about the same as what I would receive at a similar job.
- 7b. The benefits I receive at this facility are about the same as I would receive at a similar job.
- 8b. My direct supervisor is respectful to me.
- 5e. This facility is clean.
- 6f. The training I received when I first started my job here was helpful to me.
- 9b. The staff at this facility treats family members with respect.
- 5f. This facility furnishes enough supplies to take care of residents.
- 5c. The equipment in this facility is well maintained.

PRIMARY STRENGTHS

Items with average scores above the midline that have a strong relationship with "Satisfaction/Recommendation"

- 5b. I feel safe while at this facility.
- 7c. I believe that there are future opportunities for advancement for me at this facility.
- 5g. Overall, I am satisfied with the physical aspects of this facility.
- 8c. My direct supervisor helps me succeed at my job.
- 6e. The manner in which my supervisor communicates with me is good.
- 8d. My direct supervisor makes me feel valued.
- 8h. Overall, I am satisfied with my supervisor and the mgmt/admin of this facility.
- 5d. The facility as a whole is well maintained.
- 6g. I am satisfied with the training I continue to receive at this facility.
- 8e. Management's review of my work is fair.
- 9g. This facility provides great care to the residents.
- 8g. The administration overall recognizes my hard work.
- 9a. The staff at this facility treats residents with respect.
- 6h. The manner in which the management/administration communicates with me is good.
- 9i. Overall, I am satisfied with the work environment at this facility.
- 6a. I can freely offer my suggestions without any concerns.
- 6c. Supervisors and management are interested in my ideas about improving living conditions for residents.

AREAS OF SECONDARY CONCERN

Items with average scores below the midline that have a weaker relationship with "Satisfaction/Recommendation"

- 9f. I am usually assigned to the same residents.
- 6d. The amount of communication that is exchanged at shift change is sufficient for me.

AREAS OF PRIMARY CONCERN

Items with average scores below the midline that that have a strong relationship with "Satisfaction/Recommendation"

- 6b. Supervisors and management are interested in my ideas about improving work conditions.
- 6i. Overall, I am satisfied with the communication at this facility.
- 9h. The supervisors I work with seem to enjoy their job.
- 7d. Management understands the value of my work.
- 9c. This facility offers a positive employee working environment.
- 9e. The employees at my job level seem to enjoy working here.
- 9d. Our staff works together as a team.

These items indicate that employees feel that improvements can be made in the areas of communication and work environment.



EMPLOYEE SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION

EMPLOYEE				
Age of employee		65%	Gender of employee	
Under 25	16%		Male	12%
25 to 34	25%		Female	81%
35 to 44	20%		No answer	7%
45 to 54	20%			
55 - 64	13%			
65 or over	5%			

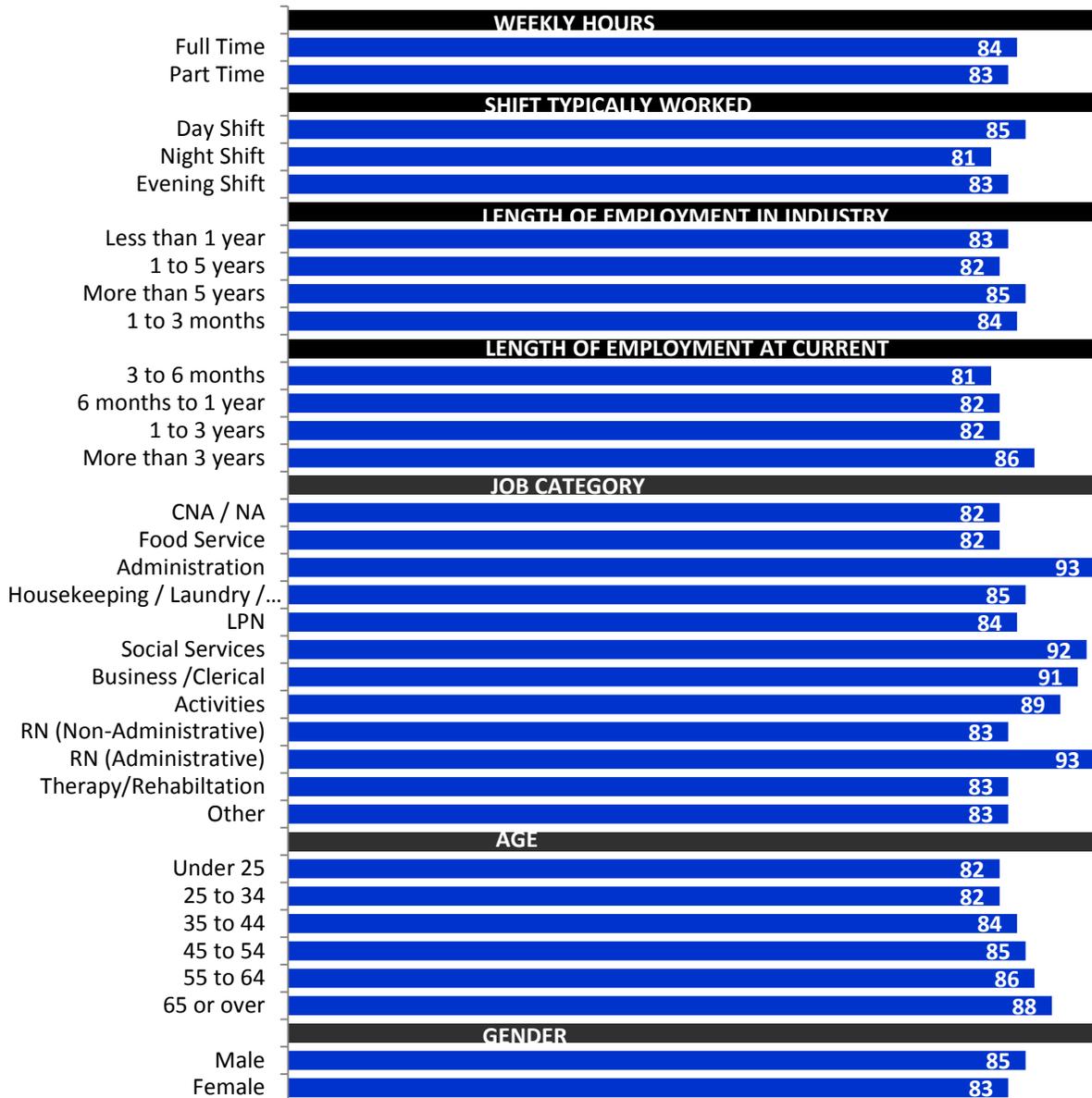
POSITION				
Job Category		61%	Shift typically worked	
CNA / NA	41%		Day Shift	63%
Food Service	12%		Night Shift	14%
Administration	3%		Evening Shift	18%
Housekeeping / Laundry / Maintenance	12%		Other	5%
LPN	15%			
Social Services	2%			
Business / Clerical	2%			
Activities	2%			
RN (Non-Administrative)	3%			
RN (Administrative)	2%			
Therapy / Rehabilitation	1%			
Other	5%			

WORK HISTORY				
Length of employment at current nursing facility		61%	Length of employment in nursing homes	
Less than 1 month	4%		Less than 1 year	17%
1 to 3 months	8%		1 to 5 years	33%
3 to 6 months	13%		More than 5 years	49%
6 months to 1 year	14%			
1 to 3 years	25%			
More than 3 years	36%			



EMPLOYEE SATISFACTION

AVERAGE SCORES FOR “OVERALL SATISFACTION” BY DEMOGRAPHICS



Those in administrative positions and social workers gave the highest overall satisfaction & recommendation scores.

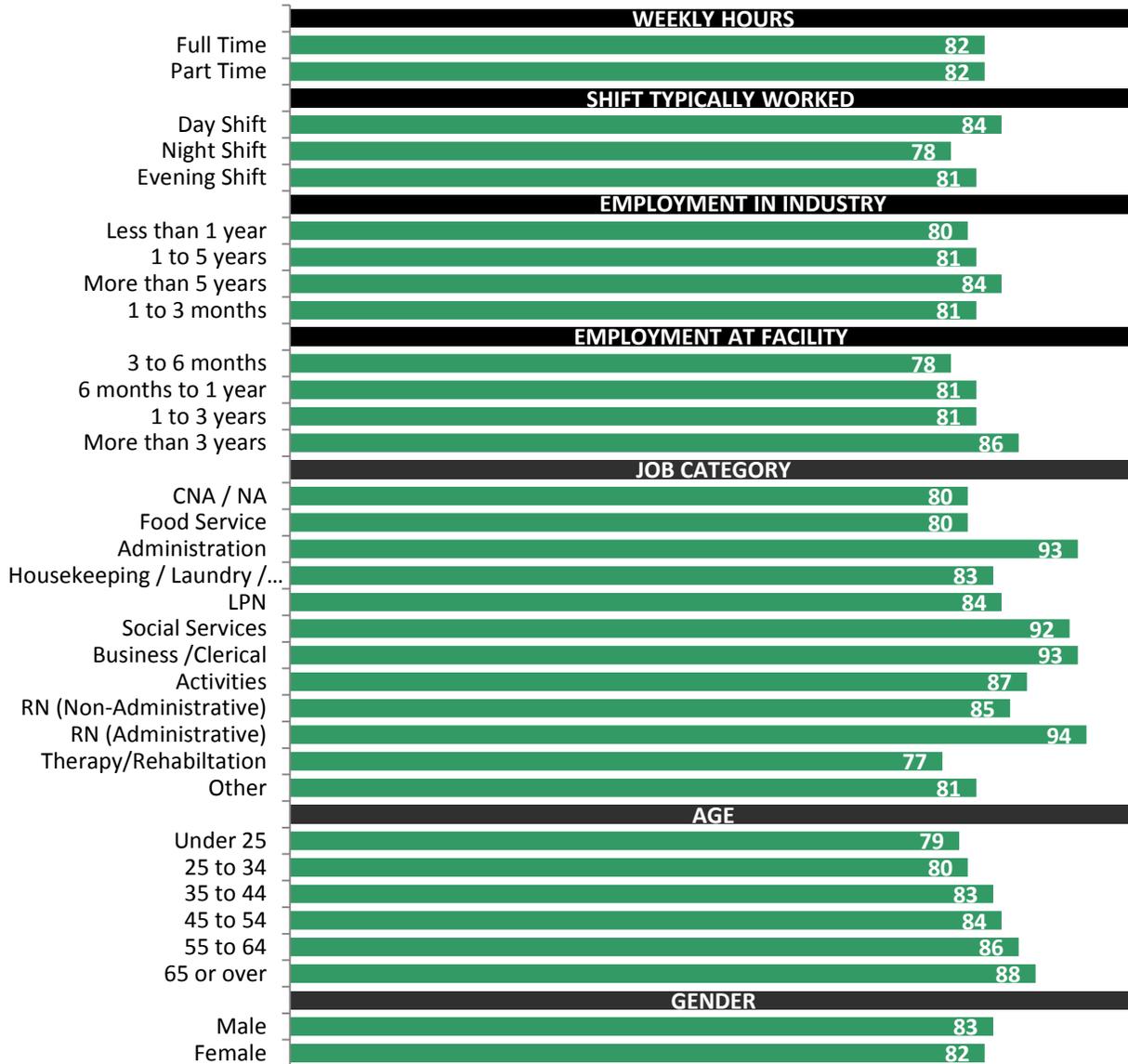
Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: Overall, I am satisfied with my job at this nursing facility.



EMPLOYEE SATISFACTION

AVERAGE SCORES FOR “RECOMMENDATION TO OTHERS FOR CARE” BY DEMOGRAPHICS

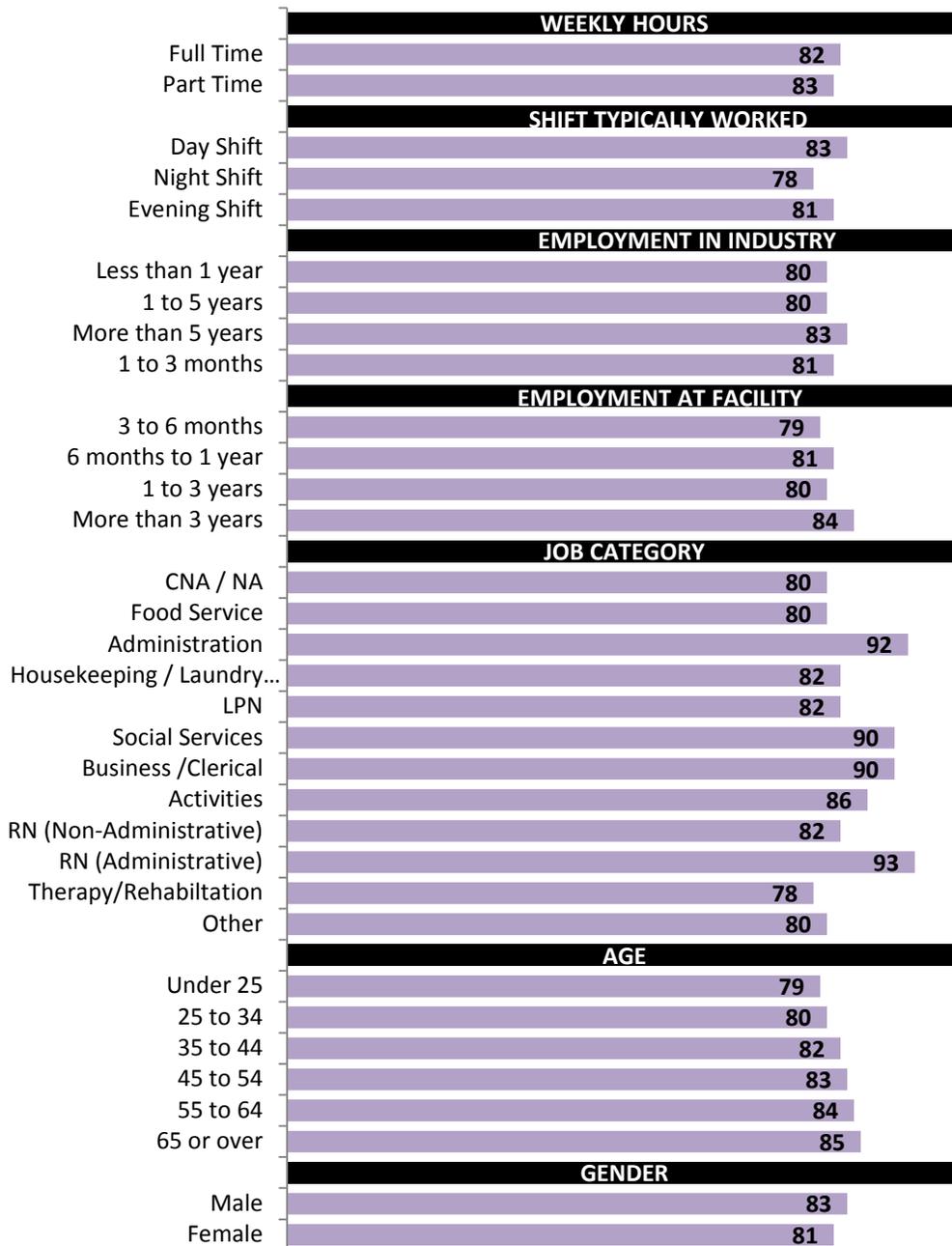


Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: I would recommend this facility to family, friends, or others as a place to consider as a nursing care.



EMPLOYEE SATISFACTION
AVERAGE SCORES FOR “RECOMMENDATION TO OTHERS AS A PLACE TO WORK”
BY DEMOGRAPHICS



Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: I would recommend this facility to family, friends, or others as a place to work.



EMPLOYEE SATISFACTION

SKILLED NURSING EMPLOYEE SATISFACTION SURVEY REFERENCES

1a. I currently work at this facility full time/part time.
1b. I normally work on the day/night/evening shift.
1c. I have worked in nursing homes for...
1d. How long have you worked at this nursing facility?
2. What is your job title?
3. Which of the following categories includes your age?
4. What is your gender?
5a. This facility provides <u>safe</u> accommodations for the <u>residents</u> .
5b. I feel safe while at this facility.
5c. The <u>equipment</u> in this facility is well maintained.
5d. The facility as a whole is well maintained.
5e. This facility is clean.
5f. This facility furnishes enough supplies to take care of residents.
5g. Overall, I am satisfied with the physical aspects of this facility.
6a. I can freely offer my suggestions without any concerns.
6b. Supervisors and management are interested in my ideas about improving work conditions.
6c. Supervisors and management are interested in my ideas about improving <u>living</u> conditions for residents.
6d. The amount of communication that is exchanged at <u>shift change</u> is sufficient for me.
6e. The manner in which my <u>supervisor</u> communicates with me is good.
6f. The training I received when I first started my job here was helpful to me.
6g. I am satisfied with the training I continue to receive at this facility.
6h. The manner in which the <u>management/administration</u> communicates with me is good.
6i. Overall, I am satisfied with the communication at this facility.
7a. The <u>pay</u> I receive at this facility is about the same as what I would receive at a similar job.
7b. The <u>benefits</u> I receive at this facility are about the same as I would receive at a similar job.
7c. I believe that there are future opportunities for advancement for me at this facility.
7d. Management understands the value of my work.
7e. I am motivated to care for the residents.
8a. My direct supervisor is fair to me.
8b. My direct supervisor is respectful to me.
8c. My direct supervisor helps me succeed at my job.
8d. My direct supervisor makes me feel valued.
8e. Management's review of my work is fair.
8f. The administrator knows my name and recognizes me at work.
8g. The administration overall recognizes my hard work.
8h. Overall, I am satisfied with my supervisor and the management/administration of this facility.
9a. The staff at this facility treats residents with respect.
9b. The staff at this facility treats family members with respect.
9c. This facility offers a positive employee working environment.
9d. Our staff works together as a team.
9e. The employees at my job level seem to enjoy working here.
9f. I am usually assigned to the same residents.
9g. This facility provides great care to the residents.
9h. The supervisors I work with seem to enjoy their job.
9i. Overall, I am satisfied with the work environment at this facility.
10a. I would recommend this facility to family, friends or others as a place to consider as a nursing care facility.
10b. I would recommend this facility to others as a place to work.
10c. I probably will be working at this facility one year from now.
10d. Overall, I am satisfied with my job at this facility.

