



FOCUS ON EXCELLENCE

**Satisfaction Survey Report of
Oklahoma's Nursing Facilities**

Prepared by:



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 8,400 nursing facility residents, 6,100 residents’ family members or others responsible and 16,000 nursing facility employees as part of the “Focus on Excellence” program. Response rates for these three groups are shown in the appropriate sections of this report.

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 1-6, 2014 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.



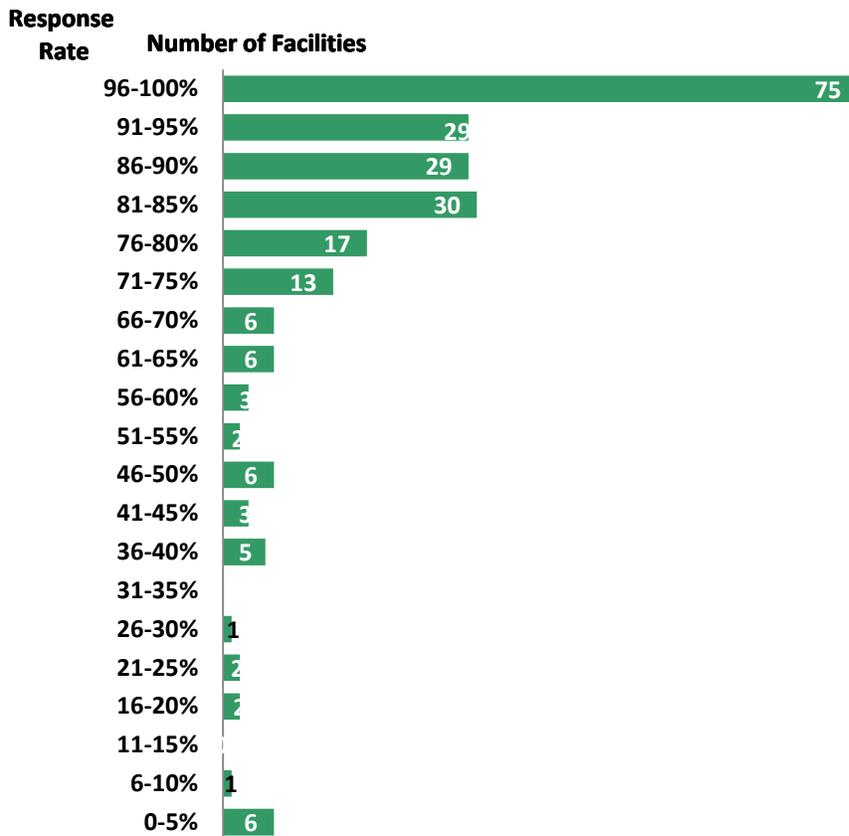
RESIDENT SATISFACTION SURVEY RESULTS



RESIDENT SURVEY RESPONSE RATES

Response Rates by Survey Time Period

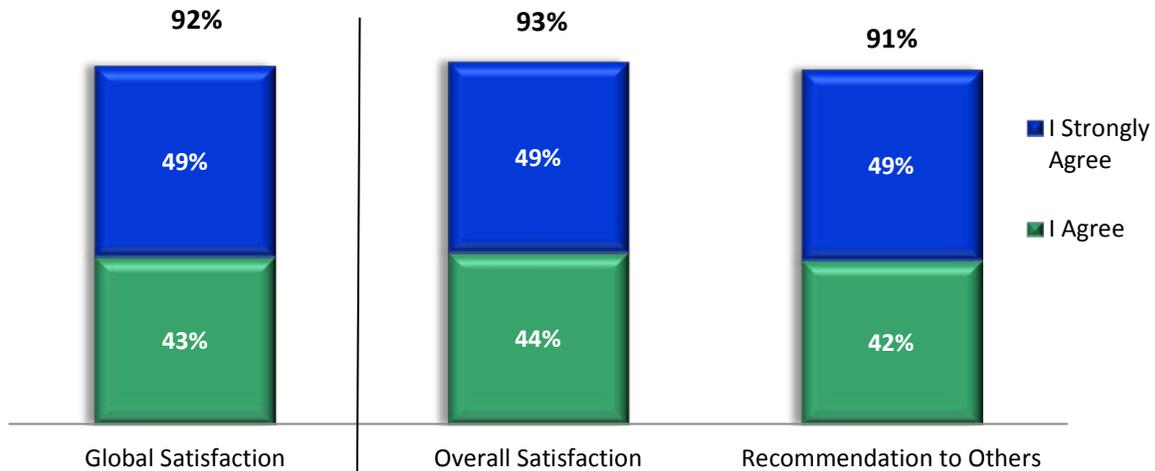
| Participation | Survey Time Period | | | | | |
|-------------------------------------|--------------------|-----------|-----------|-------------|-----------|-------------|
| | Fall 2014 | Fall 2013 | Fall 2012 | Spring 2011 | Fall 2010 | Spring 2010 |
| Resident Response Rate | 81% | 83% | 82% | 75% | 79% | 79% |
| Number of Participating Facilities | 236 | 255 | 263 | 285 | 270 | 270 |
| Number of Resident Surveys Received | 6,719 | 7,416 | 7,174 | 7,209 | 7,170 | 7,341 |



RESIDENT SATISFACTION

GLOBAL SATISFACTION

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



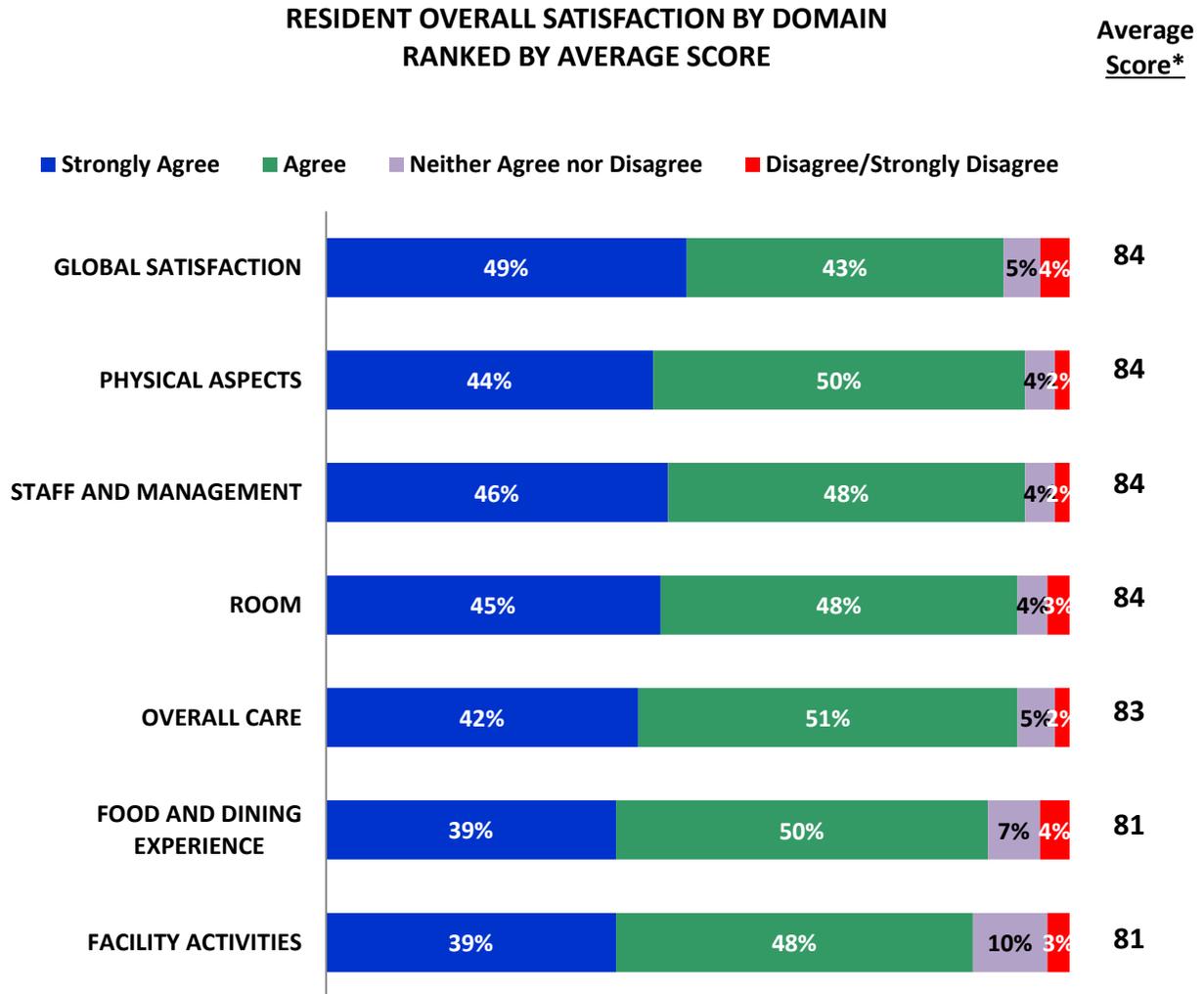
NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

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



* 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

| Item | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree / Strongly Disagree |
|--|----------------|-------|----------------------------|------------------------------|
| Overall, I am satisfied with this nursing facility. | 49% | 44% | 4% | 3% |
| I would recommend this nursing facility to family, friends or others. | 49% | 42% | 5% | 4% |
| I feel safe at this facility. | 50% | 45% | 3% | 2% |
| I see familiar faces among the staff and care providers daily. | 48% | 47% | 3% | 2% |
| The staff treats me with courtesy and respect. | 48% | 46% | 4% | 2% |
| Overall, I am satisfied with the staff and management. | 46% | 48% | 4% | 2% |
| The facility overall is clean. | 45% | 50% | 3% | 2% |
| Overall, I am satisfied with my room. | 45% | 48% | 4% | 3% |
| Overall, I am satisfied with the physical aspects of the facility. | 44% | 50% | 4% | 2% |
| The facility as a whole is well maintained. | 44% | 50% | 4% | 2% |
| My room is clean. | 44% | 50% | 3% | 3% |
| I am able to talk to the activity director when needed. | 44% | 47% | 8% | 2% |
| I can rely on staff members for help and answers. | 43% | 49% | 5% | 3% |
| Overall, I am satisfied with the care provided to me at this facility. | 42% | 51% | 5% | 2% |
| My room is comfortable. | 42% | 50% | 4% | 4% |
| The staff and management work to improve my quality of life. | 42% | 48% | 7% | 3% |
| My bathroom is clean. | 42% | 48% | 6% | 4% |
| My bed linens are changed as often as needed. | 42% | 47% | 5% | 6% |
| I am satisfied with the medical care & routine nursing care. | 41% | 52% | 5% | 2% |
| I am satisfied with the daily personal care I receive. | 41% | 51% | 5% | 3% |
| The facility staff gives me clear explanations. | 41% | 49% | 6% | 4% |
| The dining room is clean and comfortable. | 40% | 50% | 8% | 2% |
| My belongings are safe at this facility. | 40% | 44% | 7% | 9% |
| I get the help I need while eating. | 39% | 50% | 9% | 2% |
| Overall, I am satisfied with the dining experience. | 39% | 50% | 7% | 4% |
| I can choose where and when to eat meals. | 39% | 49% | 6% | 6% |
| Overall, I am satisfied with the activities this facility provides. | 39% | 48% | 10% | 3% |
| The facility offers activities that I enjoy and can participate in. | 38% | 47% | 11% | 4% |
| I can see a doctor when needed. | 36% | 48% | 8% | 8% |
| I have choices of what I want to eat. | 35% | 49% | 8% | 8% |
| My room is usually the right temperature. | 35% | 46% | 7% | 12% |
| I am satisfied with the restorative nursing care I receive. | 35% | 45% | 17% | 3% |
| When rehab. is ordered, it is provided in a satisfactory manner. | 35% | 45% | 17% | 3% |
| Activities are offered 7 days a week. | 34% | 44% | 14% | 8% |
| I can receive proper dental care when needed. | 33% | 46% | 14% | 7% |
| The menu offers a good variety overall. | 32% | 48% | 10% | 10% |
| I like the food. | 31% | 46% | 12% | 11% |

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

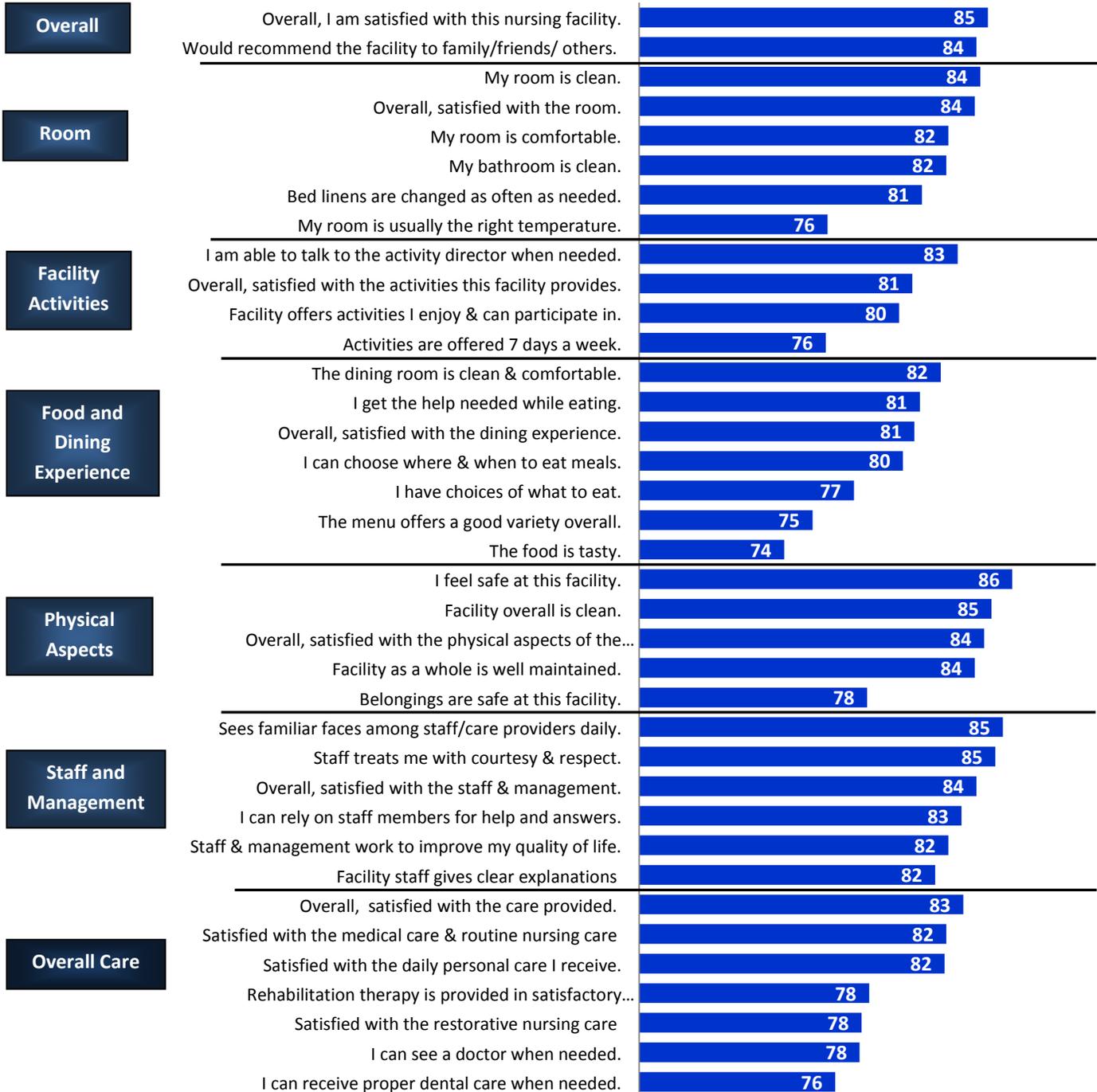


RESIDENT SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

RESIDENT SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR FALL 14



RESIDENT SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

| | | AVERAGE SCORES |
|---|--|---------------------------|
| OVERALL | I would recommend this nursing facility to family, friends or others | 84 |
| | Overall, satisfied with this nursing facility. | 85 |
| ROOM | My room is clean. | 84 |
| | Overall, satisfied with the room. | 84 |
| | My room is comfortable. | 82 |
| | My bathroom is clean. | 82 |
| | Bed linens are changed as often as needed. | 81 |
| | My room is usually the right temperature. | 76 |
| FACILITY ACTIVITIES | I am able to talk to the activity director when needed. | 83 |
| | Overall, satisfied with the activities this facility provides. | 81 |
| | Facility offers activities I enjoy & can participate in. | 80 |
| | Activities are offered 7 days a week. | 76 |
| FOOD AND DINING EXPERIENCE | The dining room is clean & comfortable. | 82 |
| | I get the help needed while eating. | 81 |
| | Overall, satisfied with the dining experience. | 81 |
| | I can choose where & when to eat meals. | 80 |
| | I have choices of what to eat. | 77 |
| | The menu offers a good variety overall. | 75 |
| PHYSICAL ASPECTS | The food is tasty. | 74 |
| | I feel safe at this facility. | 86 |
| | Facility overall is clean. | 85 |
| | Overall, satisfied with the physical aspects of the facility. | 84 |
| | Facility as a whole is well maintained. | 84 |
| STAFF AND MANAGEMENT | Belongings are safe at this facility. | 78 |
| | Sees familiar faces among staff/care providers daily. | 85 |
| | Staff treats me with courtesy & respect. | 85 |
| | Overall, satisfied with the staff & management. | 84 |
| | I can rely on staff members for help and answers. | 83 |
| | Staff & management work to improve my quality of life. | 82 |
| OVERALL CARE | Facility staff gives clear explanations | 82 |
| | Overall, satisfied with the care provided. | 83 |
| | Satisfied with the medical care & routine nursing care | 82 |
| | Satisfied with the daily personal care I receive. | 82 |
| | Rehabilitation therapy is provided in satisfactory manner. | 78 |
| | Satisfied with the restorative nursing care | 78 |
| I can see a doctor when needed. | 78 | |
| I can receive proper dental care when needed. | 76 | |



RESIDENT SATISFACTION

AVERAGE SCORES (2012 VS. 2013 VS. 2014)

| | | 2012 Average Score (A) | 2013 Average Score (B) | 2014 Average Score |
|---|--|---------------------------------|---------------------------------|--------------------------|
| OVERALL | I would recommend this nursing facility to family, friends or others | 84 | 84 | 84 |
| | Overall, satisfied with this nursing facility. | 85 | 85 | 85 |
| ROOM | My room is clean. | 84 | 84 | 84 |
| | Overall, satisfied with the room. | 83 | 84 | 84 |
| | My room is comfortable. | 82 | 82 | 82 |
| | My bathroom is clean. | 82 | 82 | 82 |
| | Bed linens are changed as often as needed. | 81 | 80 | 81 |
| | My room is usually the right temperature. | 75 | 74 | 76 (B) |
| FACILITY ACTIVITIES | I am able to talk to the activity director when needed. | 83 | 82 | 83 |
| | Overall, satisfied with the activities this facility provides. | 80 | 80 | 81 |
| | Facility offers activities I enjoy & can participate in. | 79 | 79 | 80 |
| | Activities are offered 7 days a week. | 76 | 76 | 76 |
| FOOD AND DINING EXPERIENCE | The dining room is clean & comfortable. | 82 | 82 | 82 |
| | I get the help needed while eating. | 81 | 81 | 81 |
| | Overall, satisfied with the dining experience. | 80 | 81 | 81 |
| | I can choose where & when to eat meals. | 79 | 79 | 80 (A) |
| | I have choices of what to eat. | 77 | 77 | 77 |
| | The menu offers a good variety overall. | 75 | 75 | 75 |
| PHYSICAL ASPECTS | The food is tasty. | 73 | 74 | 74 |
| | I feel safe at this facility. | 86 | 86 | 86 |
| | Facility overall is clean. | 85 | 85 | 85 |
| | Overall, satisfied with the physical aspects of the facility. | 84 | 84 | 84 |
| | Facility as a whole is well maintained. | 84 | 83 | 84 |
| STAFF AND MANAGEMENT | Belongings are safe at this facility. | 77 | 77 | 78 |
| | Sees familiar faces among staff/care providers daily. | 85 | 85 | 85 |
| | Staff treats me with courtesy & respect. | 85 | 85 | 85 |
| | Overall, satisfied with the staff & management. | 84 | 84 | 84 |
| | I can rely on staff members for help and answers. | 83 | 83 | 83 |
| | Staff & management work to improve my quality of life. | 82 | 82 | 82 |
| OVERALL CARE | Facility staff gives clear explanations | 81 | 81 | 82 |
| | Overall, satisfied with the care provided. | 83 | 83 | 83 |
| | Satisfied with the daily personal care I receive. | 82 | 82 | 82 |
| | Satisfied with the medical care & routine nursing care | 82 | 82 | 82 |
| | Rehabilitation therapy is provided in satisfactory manner. | 78 | 78 | 78 |
| | I can see a doctor when needed. | 78 | 77 | 78 |
| | Satisfied with the restorative nursing care | 77 | 77 | 78 |
| I can receive proper dental care when needed. | 77 | 76 | 76 | |

 = Significantly higher than 2013 at 95% Confidence Level



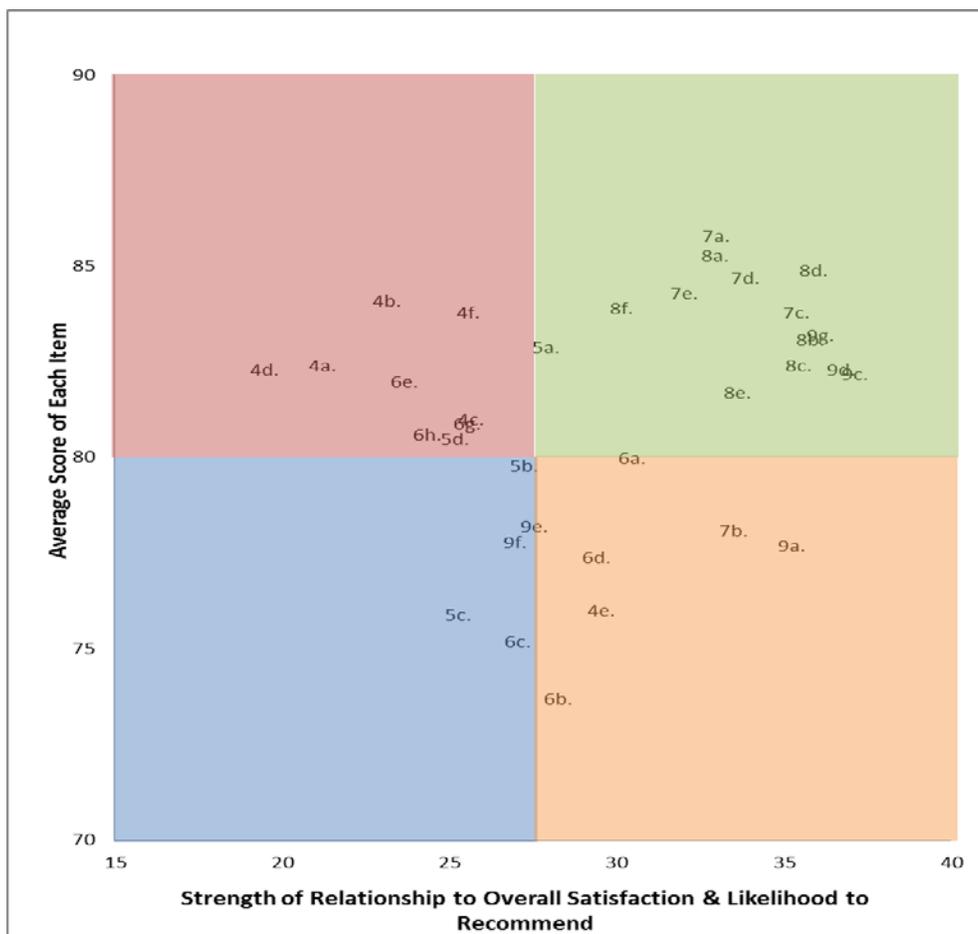
RESIDENT SATISFACTION

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"

- 4a. Resident's room is comfortable.
- 4b. The resident's room is clean.
- 4c. Bed linens are changed as often as needed.
- 4d. Resident's bathroom is clean.
- 4f. Overall, satisfied with resident's room.
- 5d. Overall, satisfied with the activities this facility provides.
- 6e. The dining room is clean & comfortable.
- 6g. The resident gets the help needed while eating.
- 6h. Overall, satisfied with the dining experience.

PRIMARY STRENGTHS

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

- 5a. Resident is able to talk to the activity director when needed.
- 6a. The resident can choose where & when to eat meals.
- 7a. The resident feels safe at this facility.
- 7c. Facility as a whole is well maintained.
- 7d. Facility overall is clean.
- 7e. Overall satisfied with physical aspects of facility.
- 8a. I see familiar faces among the staff and care providers daily.
- 8b. Resident can rely on staff members for help and answers.
- 8c. Staff & management work to improve my quality of life.
- 8d. Staff treats the resident with courtesy & respect.
- 8e. Facility staff gives clear explanations
- 8f. Overall, satisfied with the staff & management.
- 9c. Satisfied with the daily personal care he/she receives.
- 9d. Satisfied with the medical care & routine nursing care
- 9g. Overall, satisfied with the care provided.

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.
- 5c. Activities are offered 7 days a week.
- 6c. The menu offers a good variety overall.
- 9b. Resident can receive proper dental care when needed.
- 9f. Satisfied with the restorative nursing care.

AREAS OF PRIMARY CONCERN

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

- 4e. Resident's room is usually the right temperature.
- 6b. The resident likes the food.
- 6d. The resident has choices of what to eat.
- 7b. Belongings are safe at this facility.
- 9a. Resident can see a doctor when needed.
- 9e. Rehabilitation therapy is provided in satisfactory manner.



RESIDENT SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION

| RESIDENTS | | | | |
|--------------------|-----|-----------------|-----|-----|
| Gender of resident | | Age of resident | | 72% |
| Male | 28% | Under 45 | 2% | |
| Female | 58% | 45 - 54 | 5% | |
| | | 55 - 64 | 15% | |
| | | 65 - 74 | 22% | |
| | | 75 - 84 | 27% | |
| | | 85 - 94 | 23% | |
| | | 95 or over | 4% | |

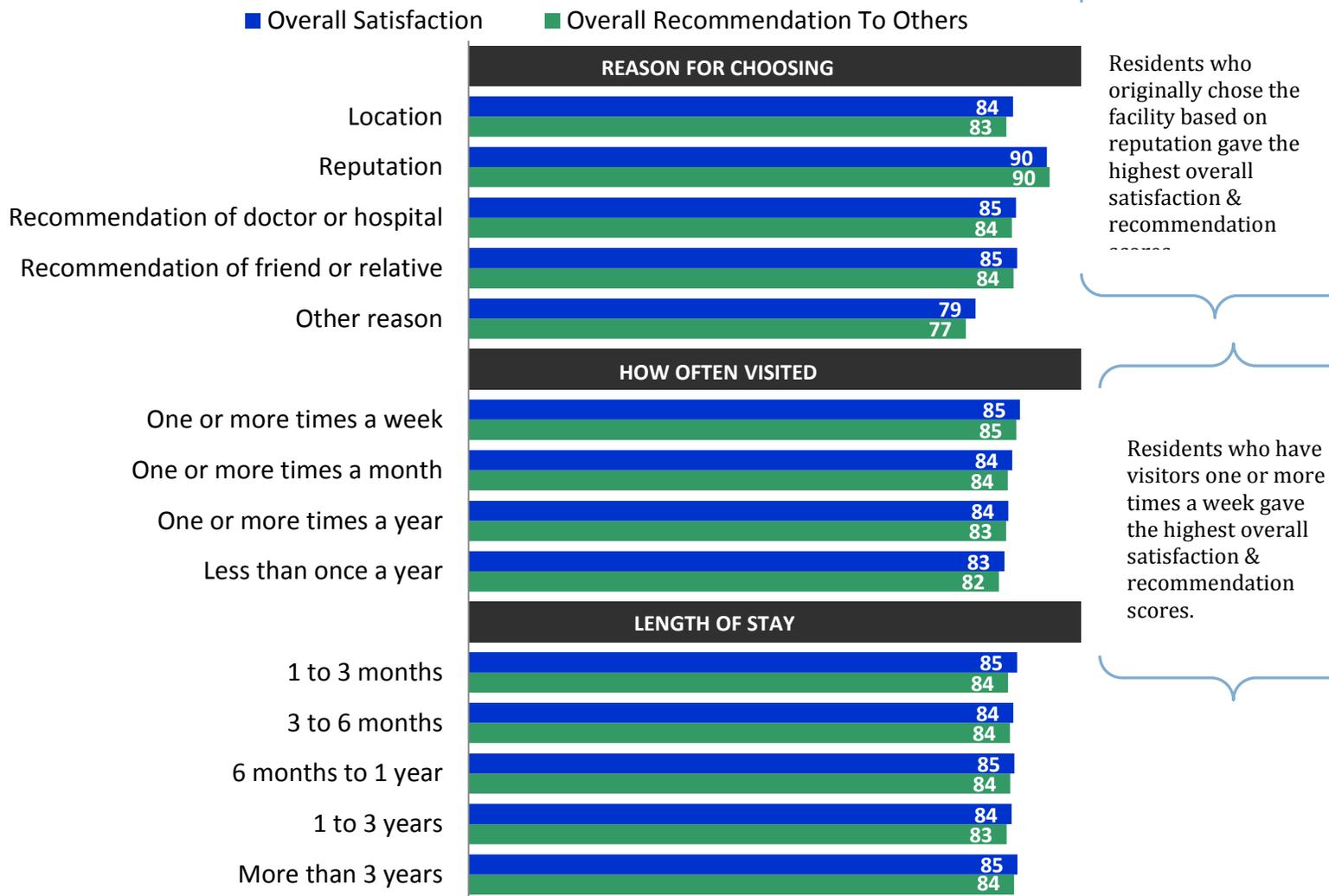
| FACILITY CHOICE | | | | |
|--------------------------------------|-----|--------------------|-----|-----|
| Reason for choosing | | Length of stay | | 65% |
| Location | 25% | Less than 1 month | 2% | |
| Reputation | 13% | 1 to 3 months | 5% | |
| Recommendation of doctor or hospital | 25% | 3 to 6 months | 10% | |
| Recommendation of friend or relative | 21% | 6 months to 1 year | 16% | |
| Other reason | 12% | 1 to 3 years | 35% | |
| | | More than 3 years | 30% | |

| VISITORS | | | | |
|----------------------|-----|---------------------------|-----|-----|
| Person visiting most | | How often visited | | 79% |
| Spouse | 8% | One or more times a week | 51% | |
| Adult child/child | 39% | One or more times a month | 28% | |
| 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 | 37% |
| Family member | 7% |
| Staff member | 51% |
| A friend | 1% |
| Another resident | 0% |
| Other | 3% |



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



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. How long have you lived in this nursing facility? |
| 1c. Who visits you most often? |
| 1d. How often does this person visit you? |
| 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. |



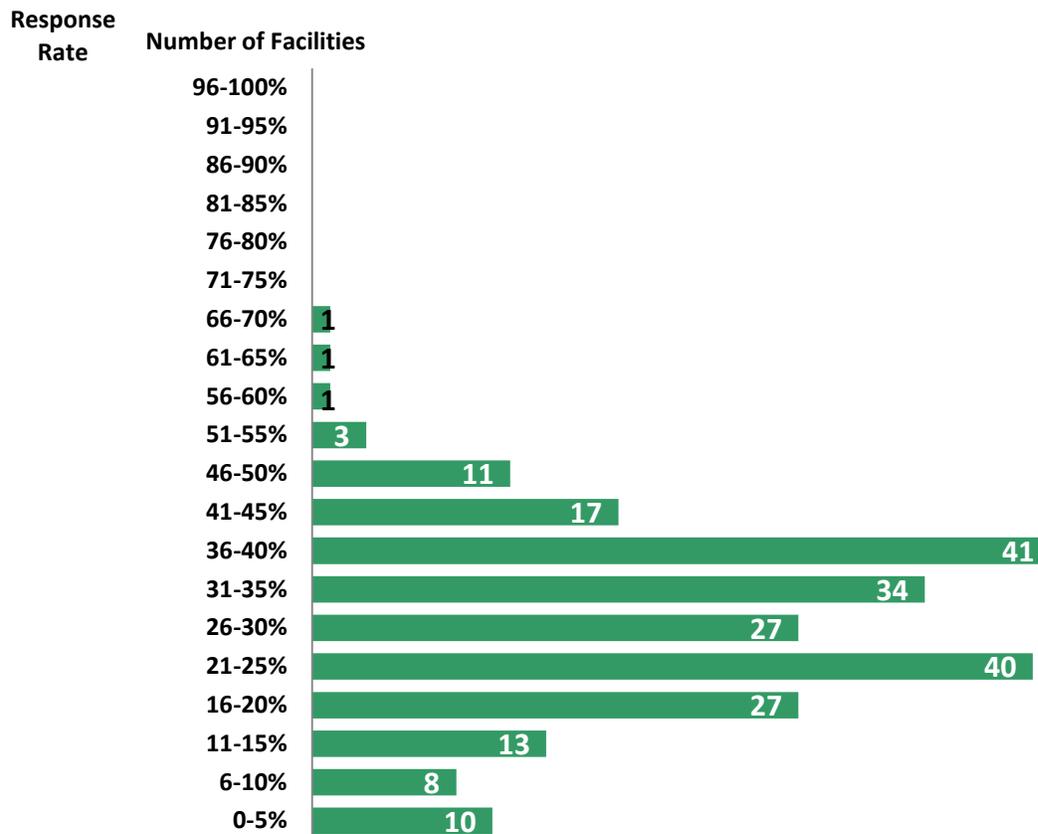
Family Member Satisfaction Survey Results



FAMILY MEMBER SURVEY RESPONSE RATES

Response Rates by Survey Time Period

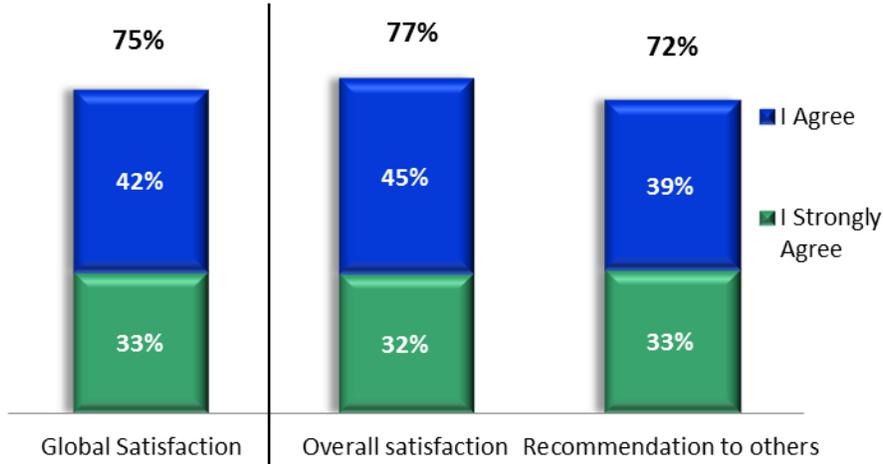
| Participation | Survey Time Period | | | | | |
|--|--------------------|-----------|-----------|-------------|-----------|-------------|
| | Fall 2014 | Fall 2013 | Fall 2012 | Spring 2011 | Fall 2010 | Spring 2010 |
| Family Member Response Rate | 30% | 33% | 35% | 37% | 42% | 43% |
| Number of Participating Facilities | 234 | 256 | 263 | 287 | 278 | 280 |
| Number of Family Member Surveys Received | 1,804 | 2,333 | 2,435 | 2,920 | 3,430 | 3,434 |



FAMILY MEMBER SATISFACTION

GLOBAL SATISFACTION

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



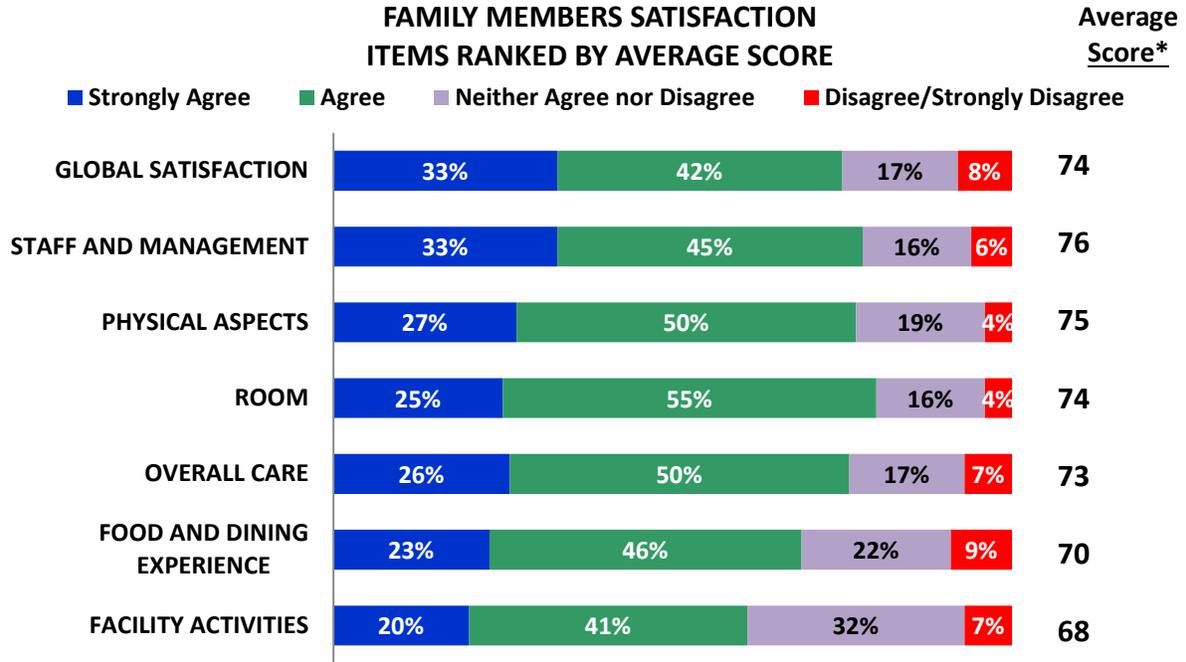
NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

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



* 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.

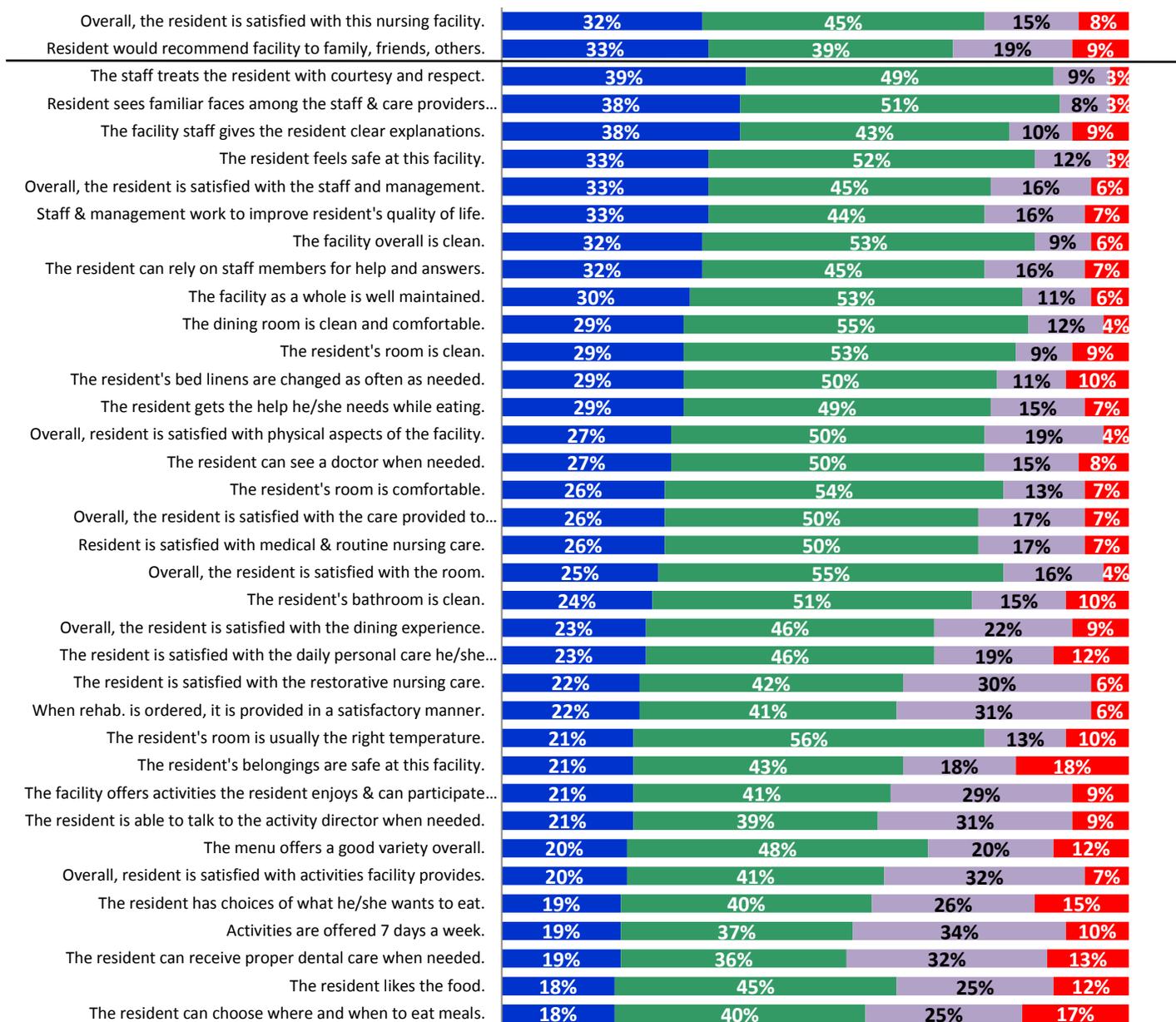


FAMILY MEMBER SATISFACTION

ITEMS RANKED BY PERCENT WHO "STRONGLY AGREE"

FAMILY MEMBERS SATISFACTION ITEMS RANKED BY PERCENT "STRONGLY AGREE"

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



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. | 74 |
| | The resident would recommend this facility to others as a place for... | 73 |
| Room | The resident's room is clean. | 75 |
| | The resident's bed linens are changed as often as needed. | 75 |
| | Overall, the resident is satisfied with the room. | 74 |
| | The resident's room is comfortable. | 74 |
| | The resident's room is usually the right temperature. | 72 |
| | The resident's bathroom is clean. | 72 |
| Facility Activities | Overall, the resident is satisfied with the activities this facility provides. | 68 |
| | The facility offers activities that the resident enjoys and can... | 68 |
| | The resident is able to talk to the activity director when needed. | 67 |
| | 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. | 74 |
| | Overall, the resident is satisfied with the dining experience. | 70 |
| | The menu offers a good variety overall. | 69 |
| | The resident likes the food. | 67 |
| | The resident has choices of what he/she wants to eat. | 65 |
| | The resident can choose where and when to eat meals. | 64 |
| Physical Aspects | The resident feels safe at this facility. | 79 |
| | The facility overall is clean. | 77 |
| | 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... | 81 |
| | The staff treats the resident with courtesy and respect. | 80 |
| | The facility staff gives the resident clear explanations. | 77 |
| | Overall, the resident is satisfied with the staff and management. | 76 |
| | The resident can rely on staff members for help and answers. | 75 |
| | The staff and management work to improve the resident's quality of... | 75 |
| Overall Care | The resident can see a doctor when needed. | 74 |
| | Overall, the resident is satisfied with the care provided to him/her at... | 73 |
| | The resident is satisfied with the medical care and routine nursing... | 73 |
| | Rehab. therapy is provided in a satisfactory manner. | 70 |
| | The resident is satisfied with the daily personal care he/she receives. | 70 |
| | The resident is satisfied with the restorative nursing care | 69 |
| | The resident can receive proper dental care when needed. | 64 |



FAMILY MEMBER SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

| | | AVERAGE SCORES |
|---------------------------------------|---|-------------------|
| OVERALL | Overall, the resident is satisfied with this nursing facility. | 74 |
| | The resident would recommend this facility to others as a place for care. | 73 |
| ROOM | The resident's room is clean. | 75 |
| | The resident's bed linens are changed as often as needed. | 75 |
| | Overall, the resident is satisfied with the room. | 74 |
| | The resident's room is comfortable. | 74 |
| | The resident's room is usually the right temperature. | 72 |
| | The resident's bathroom is clean. | 72 |
| FACILITY ACTIVITIES | Overall, the resident is satisfied with the activities this facility provides. | 68 |
| | The facility offers activities that the resident enjoys and can participate in. | 68 |
| | The resident is able to talk to the activity director when needed. | 67 |
| | 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. | 74 |
| | Overall, the resident is satisfied with the dining experience. | 70 |
| | The menu offers a good variety overall. | 69 |
| | The resident likes the food. | 67 |
| | The resident has choices of what he/she wants to eat. | 65 |
| | The resident can choose where and when to eat meals. | 64 |
| PHYSICAL ASPECTS | The resident feels safe at this facility. | 79 |
| | The facility overall is clean. | 77 |
| | 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. | 80 |
| | The facility staff gives the resident clear explanations. | 77 |
| | Overall, the resident is satisfied with the staff and management. | 76 |
| | The resident can rely on staff members for help and answers. | 75 |
| | The staff and management work to improve the resident's quality of life. | 75 |
| OVERALL CARE | The resident can see a doctor when needed. | 74 |
| | Overall, the resident is satisfied with the care provided to him/her at this facility. | 73 |
| | The resident is satisfied with the medical care and routine nursing care he/she receives. | 73 |
| | Rehab. therapy is provided in a satisfactory manner. | 70 |
| | The resident is satisfied with the daily personal care he/she receives. | 70 |
| | The resident is satisfied with the restorative nursing care | 69 |
| | The resident can receive proper dental care when needed. | 64 |



FAMILY MEMBER SATISFACTION

AVERAGE SCORES (2012 VS. 2013 VS. 2014)

| | | 2012 Average Score | 2013 Average Score | 2014 Average Score |
|-----------------------------------|---|--------------------------|--------------------------|--------------------------|
| OVERALL | Overall, the resident is satisfied with this nursing facility. | 76 | 75 | 74 |
| | The resident would recommend this facility to others as a place for care. | 74 | 74 | 73 |
| ROOM | The resident's room is usually the right temperature. | 73 | 72 | 72 |
| | The resident's bathroom is clean. | 74 | 72 | 72 |
| | Overall, the resident is satisfied with the room. | 75 | 73 | 74 |
| | The resident's room is comfortable. | 76 | 74 | 74 |
| | The resident's bed linens are changed as often as needed. | 75 | 75 | 75 |
| | The resident's room is clean. | 76 | 75 | 75 |
| FACILITY ACTIVITIES | Activities are offered 7 days a week. | 66 | 66 | 66 |
| | Overall, the resident is satisfied with the activities this facility provides. | 69 | 68 | 68 |
| | The resident is able to talk to the activity director when needed. | 68 | 68 | 67 |
| | The facility offers activities that the resident enjoys and can participate in. | 69 | 68 | 68 |
| FOOD AND DINING EXPERIENCE | The dining room is clean and comfortable. | 77 | 77 | 77 |
| | The resident gets the help he/she needs while eating. | 75 | 74 | 74 |
| | Overall, the resident is satisfied with the dining experience. | 70 | 70 | 70 |
| | The menu offers a good variety overall. | 70 | 68 | 69 |
| | The resident likes the food. | 68 | 67 | 67 |
| | The resident has choices of what he/she wants to eat. | 63 | 63 | 65 |
| | The resident can choose where and when to eat meals. | 62 | 62 | 64 |
| PHYSICAL ASPECTS | The resident feels safe at this facility. | 79 | 78 | 79 |
| | The facility overall is clean. | 78 | 77 | 77 |
| | The facility as a whole is well maintained. | 76 | 75 | 76 |
| | Overall, the resident is satisfied with the physical aspects of the facility. | 75 | 74 | 75 |
| | The resident's belongings are safe at this facility. | 66 | 65 | 66 |
| STAFF AND MANAGEMENT | The resident sees familiar faces among the staff and care providers daily. | 81 | 81 | 81 |
| | The staff treats the resident with courtesy and respect. | 81 | 81 | 80 |
| | The facility staff gives the resident clear explanations. | 77 | 77 | 77 |
| | Overall, the resident is satisfied with the staff and management. | 76 | 76 | 76 |
| | The resident can rely on staff members for help and answers. | 76 | 75 | 75 |
| | The staff and management work to improve the resident's quality of life. | 76 | 75 | 75 |
| OVERALL CARE | The resident is satisfied with the medical care and routine nursing care he/she receives. | 75 | 74 | 73 |
| | The resident can see a doctor when needed. | 75 | 74 | 74 |
| | Overall, the resident is satisfied with the care provided to him/her at this facility. | 75 | 74 | 73 |
| | Rehab. therapy is provided in a satisfactory manner. | 71 | 70 | 70 |
| | The resident is satisfied with the daily personal care he/she receives. | 70 | 69 | 69 |
| | The resident is satisfied with the restorative nursing care | 70 | 70 | 70 |
| | The resident can receive proper dental care when needed. | 65 | 64 | 64 |

 = **Significantly higher than 2013 at 95% Confidence Level**



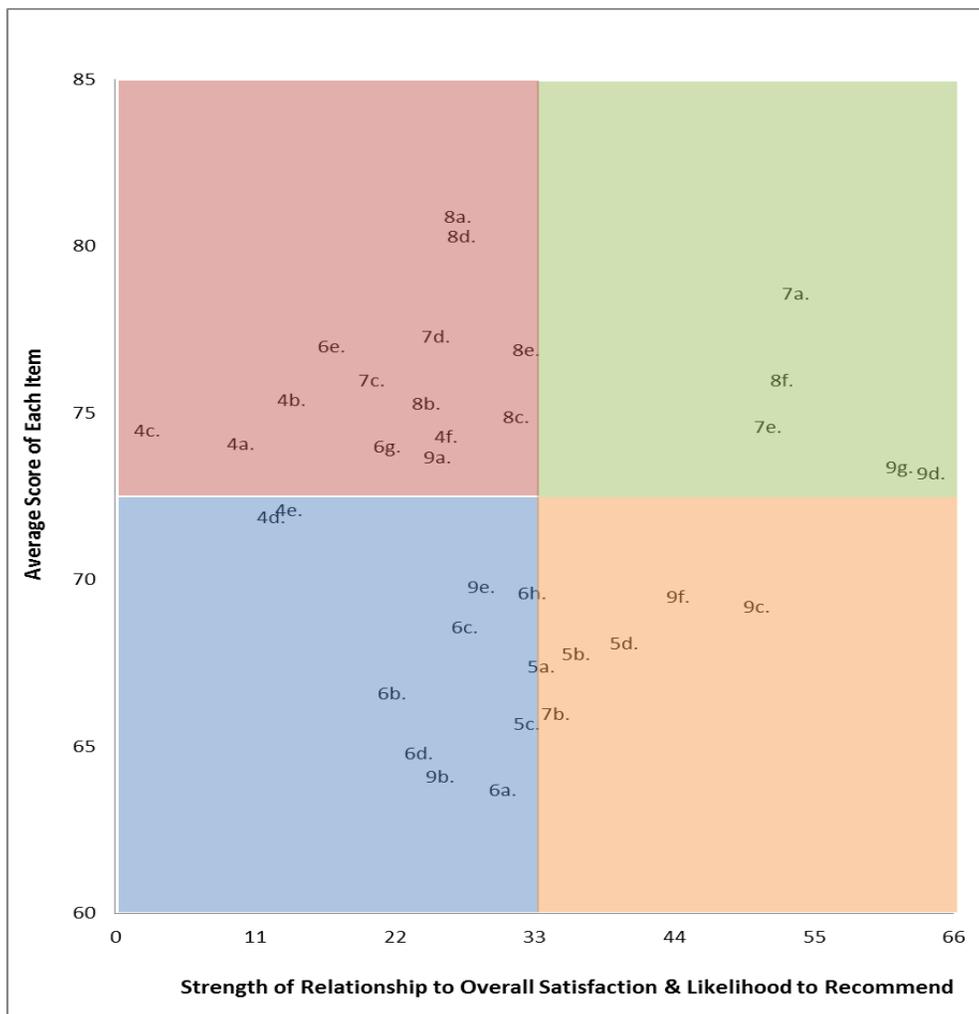
FAMILY MEMBER SATISFACTION

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"

- 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.
- 4f. Overall, the resident is satisfied with the room.
- 6e. The dining room is clean and comfortable.
- 6g. The resident gets the help he/she needs while eating.
- 7c. The facility as a whole is well maintained
- 7d. The facility overall is clean
- 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 clear explanations of things we need or want to know about.
- 9a. The resident can see a doctor when needed.

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.
- 7e. Overall, the resident is satisfied with the physical aspects of the facility.
- 8f. Overall, the resident is satisfied with the staff and management.
- 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"

- 4d. The resident's bathroom is clean
- 4e. The resident's room is usually the right temperature.
- 5c. Activities are offered 7 days a week.
- 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.
- 6h. Overall, the resident is satisfied with the dining experience.
- 9b. The resident can receive proper dental care when needed.
- 9e. When rehabilitation therapy is ordered for the resident, it is provided in a satisfactory manner.

AREAS OF PRIMARY CONCERN

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

- 5a. The resident is able to talk to the activity director when needed.
- 5b. The facility offers activities that the resident enjoys and can participate in.
- 5d. Overall, the resident is satisfied with the activities this facility provides.
- 7b. The resident's belongings are safe at this facility.
- 9c. The resident is satisfied with the daily personal care he/she receives.
- 9f. The resident is satisfied with the restorative nursing care he/she receives.



FAMILY MEMBER SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION

| FAMILY MEMBERS | | | |
|--------------------------|-----|-----------------------|-----|
| Gender of family members | | Age of family members | |
| Male | 23% | Under 45 | 1% |
| Female | 70% | 45 - 54 | 2% |
| No Answer | 7% | 55 - 64 | 5% |
| | | 65 - 74 | 10% |
| | | 75 - 84 | 27% |
| | | 85 - 94 | 44% |
| | | 95 or over | 11% |
| 81% | | | |

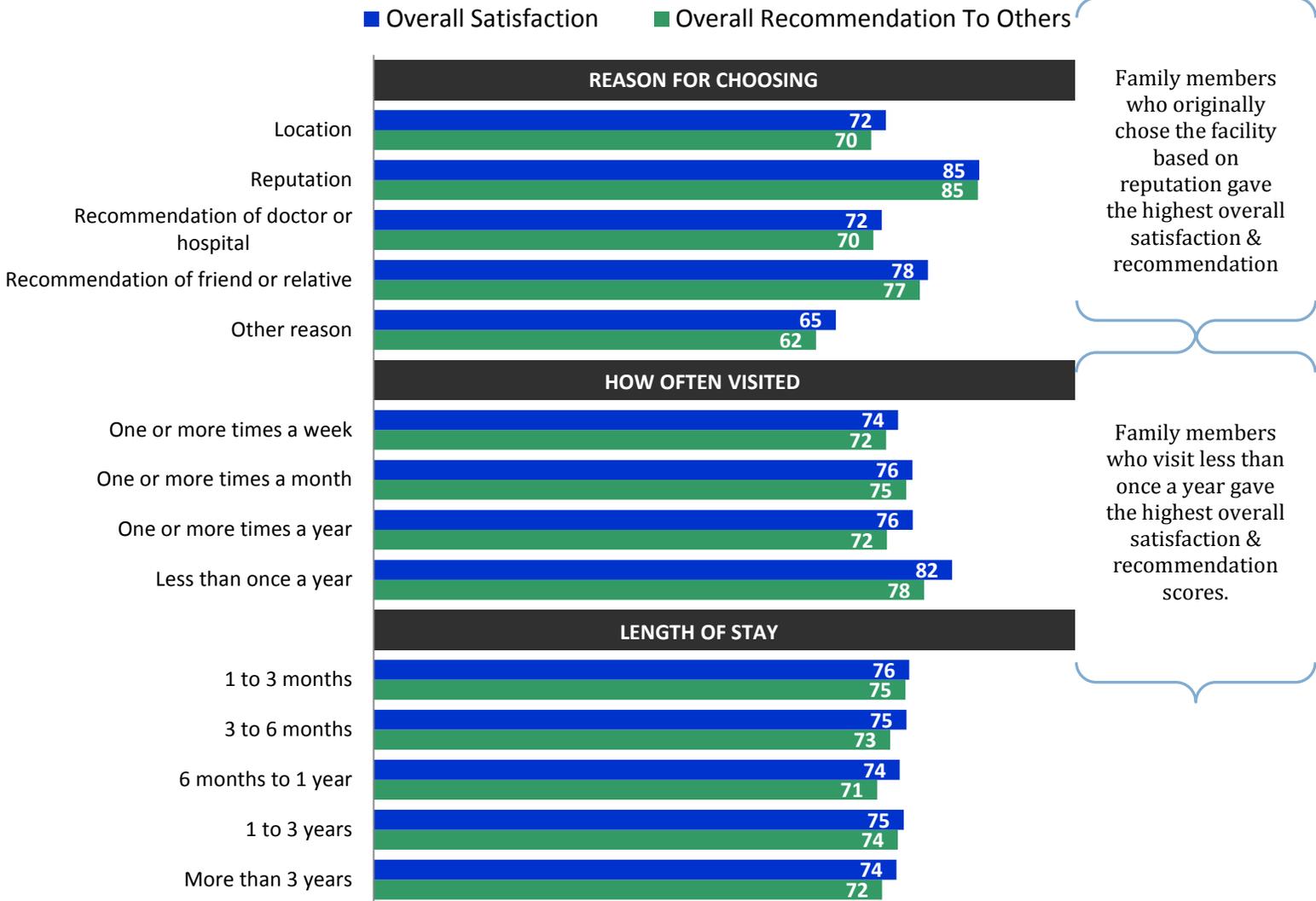
| FACILITY CHOICE | | | |
|--------------------------------------|-----|--------------------|-----|
| Reason for choosing | | Length of stay | |
| Location | 46% | Less than 1 month | 1% |
| Reputation | 18% | 1 to 3 months | 6% |
| Recommendation of doctor or hospita | 9% | 3 to 6 months | 10% |
| Recommendation of friend or relative | 13% | 6 months to 1 year | 14% |
| Other reason | 13% | 1 to 3 years | 38% |
| | | More than 3 years | 31% |
| 64% | | | |
| 69% | | | |

| VISITORS | | | |
|----------------------|-----|---------------------------|-----|
| Person visiting most | | How often visited | |
| Spouse | 12% | One or more times a week | 75% |
| Adult child/child | 50% | One or more times a month | 17% |
| Friend / Neighbor | 2% | One or more times a year | 5% |
| Other family member | 28% | Less than once a year | 1% |
| Legal guardian | 8% | | |
| 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 the most important reason this facility was selected? |
| 1b. How long has the resident lived in this nursing facility? |
| 1c. What is your relationship to the resident of this nursing facility? |
| 1d. How often do you visit this resident? |
| 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. |



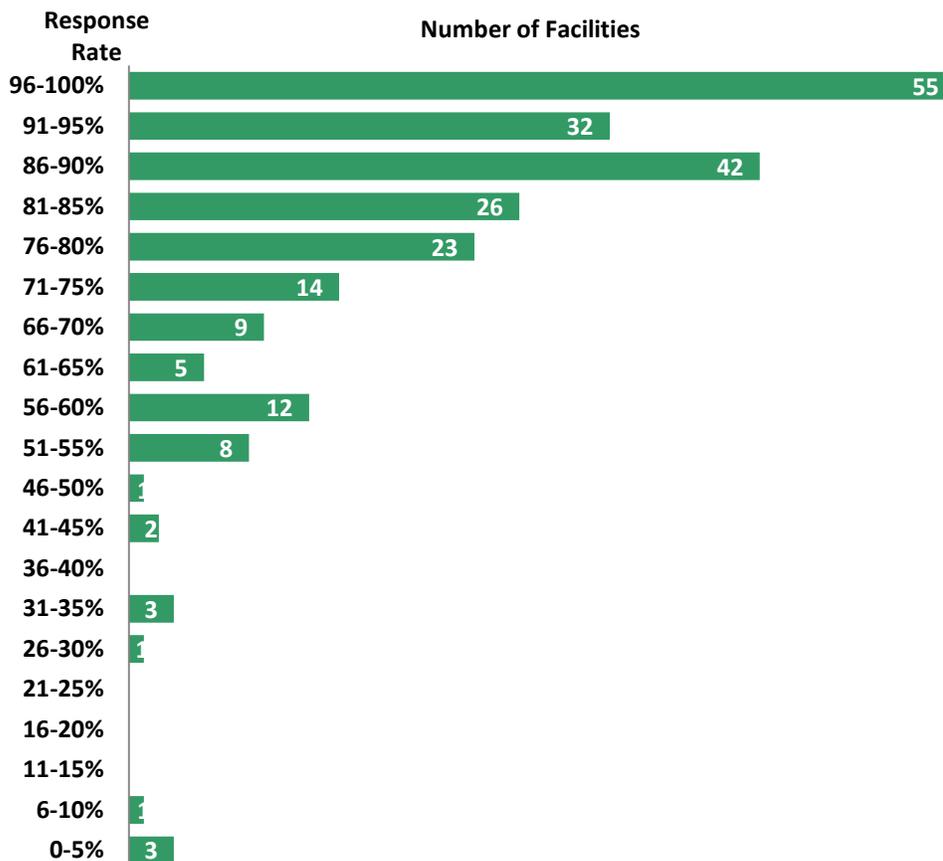
Employee Satisfaction Survey Results



EMPLOYEE SURVEY RESPONSE RATES

Response Rates by Survey Time Period

| Participation | Fall 2014 | | | Survey Time Period | | | | |
|-------------------------------------|-----------|-----|----------|--------------------|-----------|-------------|-----------|-------------|
| | Paper | Web | Combined | Fall 2013 | Fall 2012 | Spring 2011 | Fall 2010 | Spring 2010 |
| Employee Response Rate | 81% | 33% | 81% | 81% | 80% | 76% | 80% | 81% |
| Number of Participating Facilities | 237 | 2 | 237 | 261 | 262 | 288 | 281 | 283 |
| Number of Employee Surveys Received | 12,771 | 2 | 12,773 | 17,924 | 14,124 | 15,930 | 16,463 | 16,485 |



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" to "recommendation to others" items.

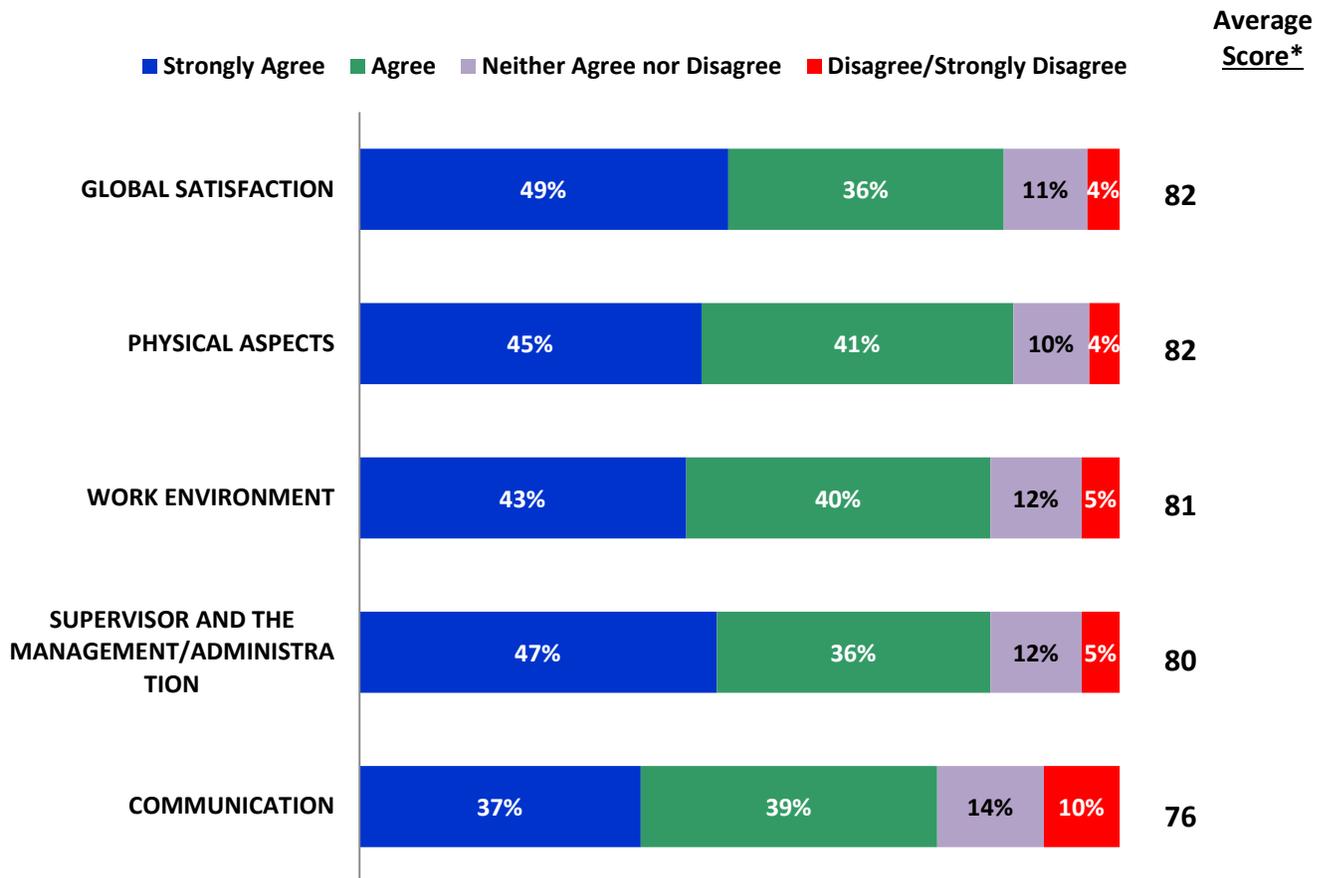
Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: 10a) I would recommend this facility to family, friends, or others as a place to consider as a nursing care facility. 10b) I would recommend this facility to others as a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

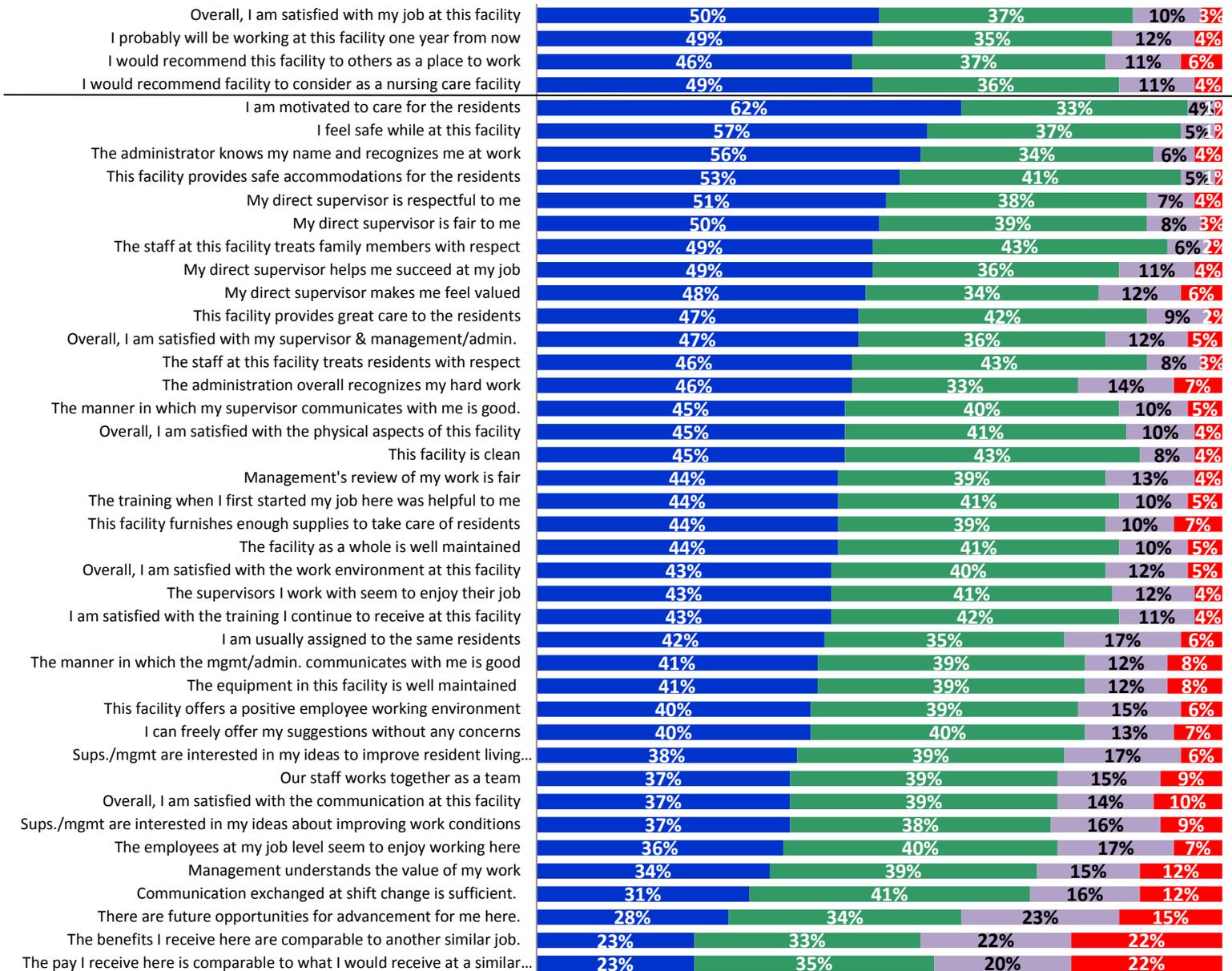


EMPLOYEE SATISFACTION

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



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 | 83 |
| | I probably will be working at this facility one year from now | 82 |
| | I would recommend this facility as a nursing care facility | 82 |
| | I would recommend this facility to others as a place to work | 81 |
| Physical Aspects | I feel safe while at this facility | 87 |
| | This facility provides safe accommodations for the residents | 86 |
| | This facility is clean | 82 |
| | Overall, I am satisfied with the physical aspects of this facility | 82 |
| | The facility as a whole is well maintained | 81 |
| | This facility furnishes enough supplies to take care of residents | 79 |
| Communication | The equipment in this facility is well maintained | 78 |
| | I am satisfied with the training I continue to receive at this facility | 80 |
| | 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 | 77 |
| | Sups./mgmt. are interested in my ideas about improving resident living... | 77 |
| | Overall, I am satisfied with the communication at this facility | 76 |
| Supervisors/ Mgmt./Admin | Sups./mgmt. are interested in my ideas about improving work conditions | 75 |
| | The communication that is exchanged at shift change is sufficient | 72 |
| | 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 | 84 |
| | 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 | 81 |
| Work Environment & Motivations | Mgmt's review of my work is fair | 80 |
| | The admin. overall recognizes my hard work | 78 |
| | Mgmt. understands the value of my work | 73 |
| | I am motivated to care for the residents | 89 |
| | The staff at this facility treats family members with respect | 85 |
| | This facility provides great care to the residents | 83 |
| | The staff at this facility treats residents with respect | 83 |
| | Overall, I am satisfied with the work environment at this facility | 80 |
| | 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 | 62 | |



EMPLOYEE SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

| | | AVERAGE SCORES |
|--|---|-------------------|
| OVERALL | Overall, I am satisfied with my job at this facility | 83 |
| | I would recommend this facility as a nursing care facility | 82 |
| | I probably will be working at this facility one year from now | 82 |
| | I would recommend this facility to others as a place to work | 81 |
| PHYSICAL ASPECTS | I feel safe while at this facility | 87 |
| | This facility provides safe accommodations for the residents | 86 |
| | This facility is clean | 82 |
| | Overall, I am satisfied with the physical aspects of this facility | 82 |
| | The facility as a whole is well maintained | 81 |
| | This facility furnishes enough supplies to take care of residents | 79 |
| | The equipment in this facility is well maintained | 78 |
| COMMUNICATION | I am satisfied with the training I continue to receive at this facility | 80 |
| | The training I received when I first started my job here was helpful | 80 |
| | The manner in which my supervisor communicates with me is good | 80 |
| | The manner in which the mgmt/admin. communicates with me is good | 78 |
| | I can freely offer my suggestions without any concerns | 77 |
| | 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 | 75 |
| SUPERVISOR AND THE MANAGEMENT/ADMINISTRATOR | The communication that is exchanged at shift change is sufficient | 72 |
| | 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 | 84 |
| | My direct supervisor helps me succeed at my job | 82 |
| | My direct supervisor makes me feel valued | 81 |
| | Overall, I am satisfied with my sup. and the mgmt/admin. | 81 |
| | Mgmt's review of my work is fair | 80 |
| | The admin. overall recognizes my hard work | 78 |
| Mgmt. understands the value of my work | 73 | |
| WORK ENVIRONMENT | I am motivated to care for the residents | 89 |
| | The staff at this facility treats family members with respect | 85 |
| | This facility provides great care to the residents | 83 |
| | The staff at this facility treats residents with respect | 83 |
| | Overall, I am satisfied with the work environment at this facility | 80 |
| | 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 | 62 | |



EMPLOYEE SATISFACTION

AVERAGE SCORES (2012 VS. 2013 VS. 2014)

| | | 2012 Average Score | 2013 Average Score | 2014 Average Score |
|--|--|--------------------|--------------------|--------------------|
| OVERALL | Overall, I am satisfied with my job at this facility | 84 | 84 | 83 |
| | I probably will be working at this facility one year from now | 82 | 82 | 82 |
| | I would recommend this facility to family, friends or others as a place to consider as a nursing care facility | 82 | 82 | 82 |
| | I would recommend this facility to others as a place to work | 82 | 81 | 81 |
| PHYSICAL ASPECTS | I feel safe while at this facility | 88 | 87 | 87 |
| | This facility provides safe accommodations for the residents | 86 | 86 | 86 |
| | This facility is clean | 83 | 82 | 82 |
| | Overall, I am satisfied with the physical aspects of this facility | 83 | 82 | 82 |
| | The facility as a whole is well maintained | 81 | 80 | 81 |
| | This facility furnishes enough supplies to take care of residents | 80 | 79 | 79 |
| | The equipment in this facility is well maintained | 79 | 78 | 78 |
| COMMUNICATION | The manner in which my supervisor communicates with me is good | 80 | 80 | 80 |
| | I am satisfied with the training I continue to receive at this facility | 81 | 80 | 80 |
| | The training I received when I first started my job here was helpful to me | 80 | 80 | 80 |
| | The manner in which the mgmt/admin. communicates with me is good | 78 | 78 | 78 |
| | I can freely offer my suggestions without any concerns | 78 | 77 | 77 |
| | Supervisors and mgmt. are interested in my ideas about improving living conditions for residents | 77 | 77 | 77 |
| | Supervisors and mgmt. are interested in my ideas about improving work conditions | 76 | 76 | 75 |
| SUPERVISOR AND THE MANAGEMENT/ADMINISTRATOR | Overall, I am satisfied with the communication at this facility | 76 | 76 | 76 |
| | The amount of communication that is exchanged at shift change is sufficient for me | 71 | 72 | 72 |
| | The administrator knows my name and recognizes me at work | 85 | 85 | 85 |
| | My direct supervisor is respectful to me | 84 | 84 | 84 |
| | My direct supervisor is fair to me | 83 | 84 | 84 |
| | My direct supervisor helps me succeed at my job | 82 | 82 | 82 |
| | Overall, I am satisfied with my supervisor and the mgmt/adm of this facility | 81 | 81 | 81 |
| | My direct supervisor makes me feel valued | 81 | 81 | 81 |
| | Mgmt's review of my work is fair | 80 | 80 | 80 |
| | The admin. overall recognizes my hard work | 78 | 79 | 78 |
| WORK ENVIRONMENT | Mgmt. understands the value of my work | 74 | 73 | 73 |
| | I am motivated to care for the residents | 89 | 89 | 89 |
| | The staff at this facility treats family members with respect | 86 | 85 | 85 |
| | This facility provides great care to the residents | 84 | 84 | 83 |
| | The staff at this facility treats residents with respect | 83 | 83 | 83 |
| | Overall, I am satisfied with the work environment at this facility | 81 | 81 | 80 |
| | The supervisors I work with seem to enjoy their job | 80 | 81 | 80 |
| | This facility offers a positive employee working environment | 78 | 79 | 78 |
| | I am usually assigned to the same residents | 78 | 78 | 78 |
| | The employees at my job level seem to enjoy working here | 76 | 76 | 76 |
| | Our staff works together as a team | 75 | 76 | 75 |
| There are future opportunities for advancement for me here | 67 | 67 | 67 | |
| The pay I receive is comparable to a similar job | 63 | 63 | 63 | |
| The benefits I receive are comparable to a similar job | 61 | 62 | 62 | |

84 = Significantly higher than other year at 95% Confidence Level



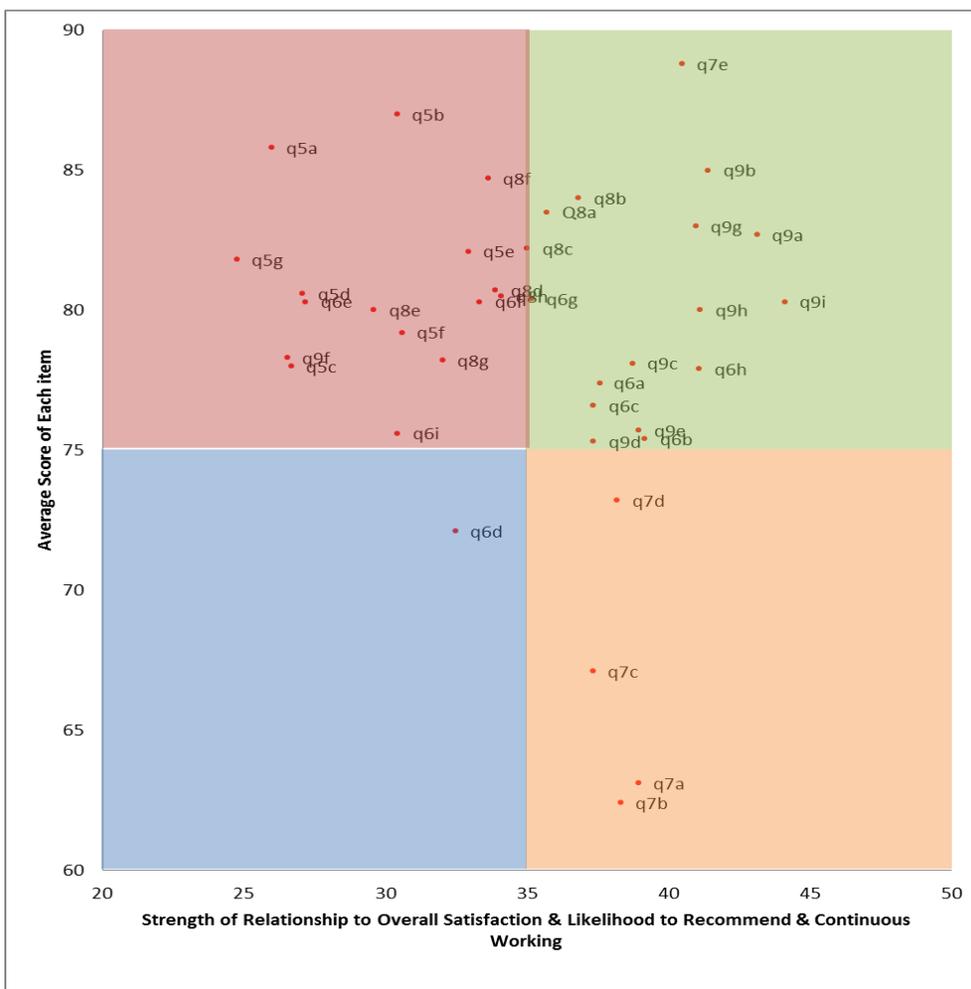
EMPLOYEE SATISFACTION

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"

- 5a. This facility provides safe accommodations for the residents.
- 5b. I feel safe while at this facility.
- 5c. The equipment 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.
- 6e. The manner in which my supervisor communicates with me is good
- 6f. The training I received when I first started my job here was helpful to me..
- 6i. Overall, I am satisfied with the communication at this facility.
- 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 mgmt/admin of this facility.
- 9f. I am usually assigned to the same residents.

PRIMARY STRENGTHS

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

- 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/mngmnt are interested in my ideas to improve living conditions.
- 6g. I am satisfied with the training I continue to receive at this facility.
- 6h. The manner in which the management/administration communicates with me is good.
- 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.
- 9a. The staff at this facility treats residents with respect.
- 9b. The staff at this facility treats family members with respect.
- 9c. Facility offers a positive work environment.
- 9d. Our staff works together as a team.
- 9e. The employees at my job level seem to enjoy working here.
- 9g. This facility provides great care to the residents.
- 9h. Overall, I am satisfied with the work environment at this facility.
- 9i. Overall, I am satisfied with the work environment at this facility.

AREAS OF SECONDARY CONCERN

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

- 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"

- 7a. Pay I receive is similar to what I would receive elsewhere for same job.
- 7b. Benefits I receive are similar to what I would receive elsewhere for same job
- 7c. I believe that there are future opportunities for advancement for me at this facility.
- 7d. Management understands the value of my work.



EMPLOYEE SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION

| EMPLOYEE | | | | |
|-----------------|-----|-----|--------------------|-----|
| Age of employee | | 65% | Gender of employee | |
| Under 25 | 17% | | Male | 12% |
| 25 to 34 | 25% | | Female | 80% |
| 35 to 44 | 21% | | No answer | 7% |
| 45 to 54 | 19% | | | |
| 55 - 64 | 13% | | | |
| 65 or over | 4% | | | |

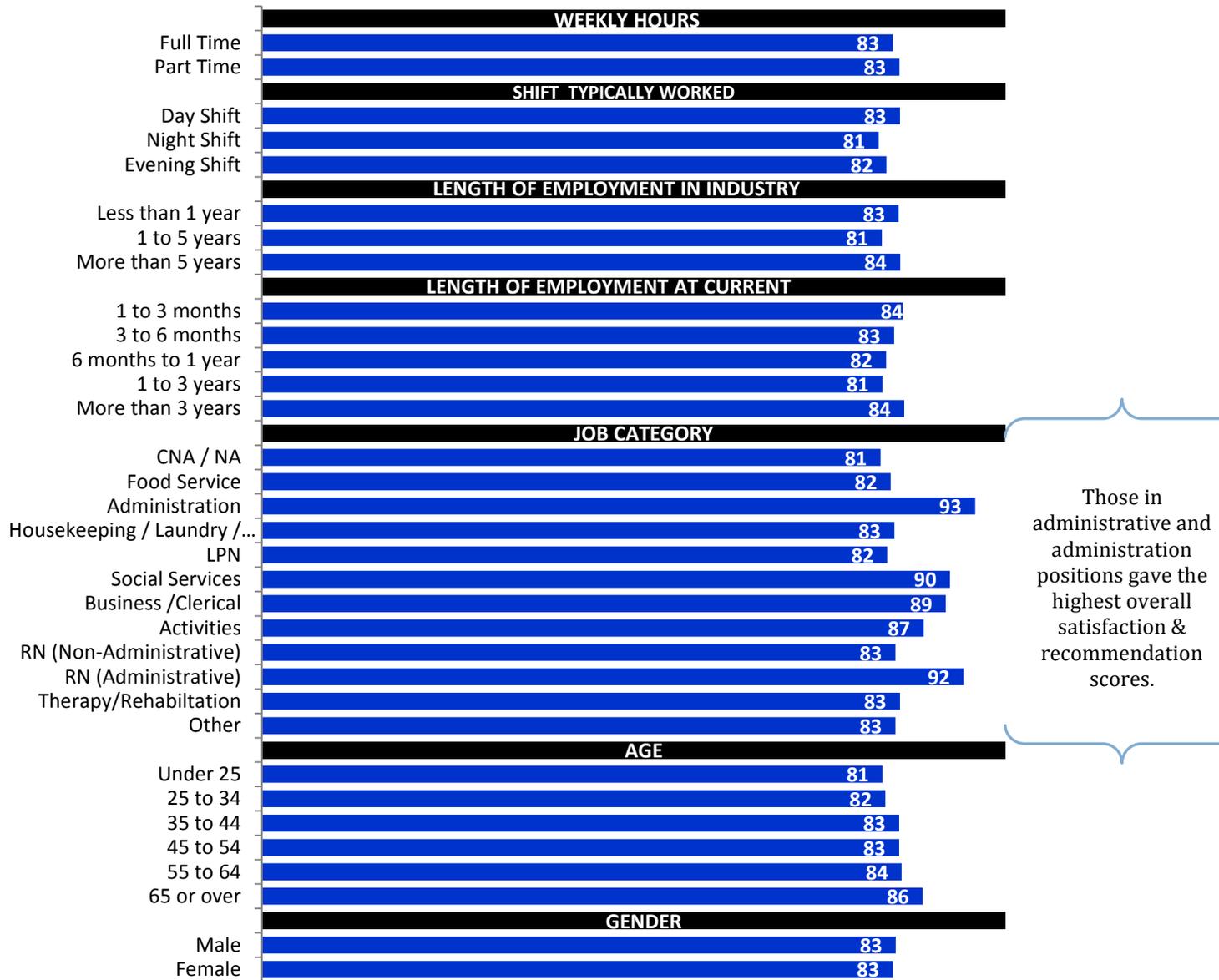
| POSITION | | | | |
|--------------------------------------|-----|-----|------------------------|-----|
| Job Category | | 65% | Shift typically worked | |
| CNA / NA | 41% | | Day Shift | 63% |
| Food Service | 13% | | Night Shift | 14% |
| Administration | 3% | | Evening Shift | 18% |
| Housekeeping / 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 | 18% |
| 1 to 3 months | 9% | | 1 to 5 years | 33% |
| 3 to 6 months | 12% | | More than 5 years | 47% |
| 6 months to 1 year | 13% | | | |
| 1 to 3 years | 26% | | | |
| More than 3 years | 35% | | | |



EMPLOYEE SATISFACTION

AVERAGE SCORES FOR "OVERALL SATISFACTION" BY DEMOGRAPHICS



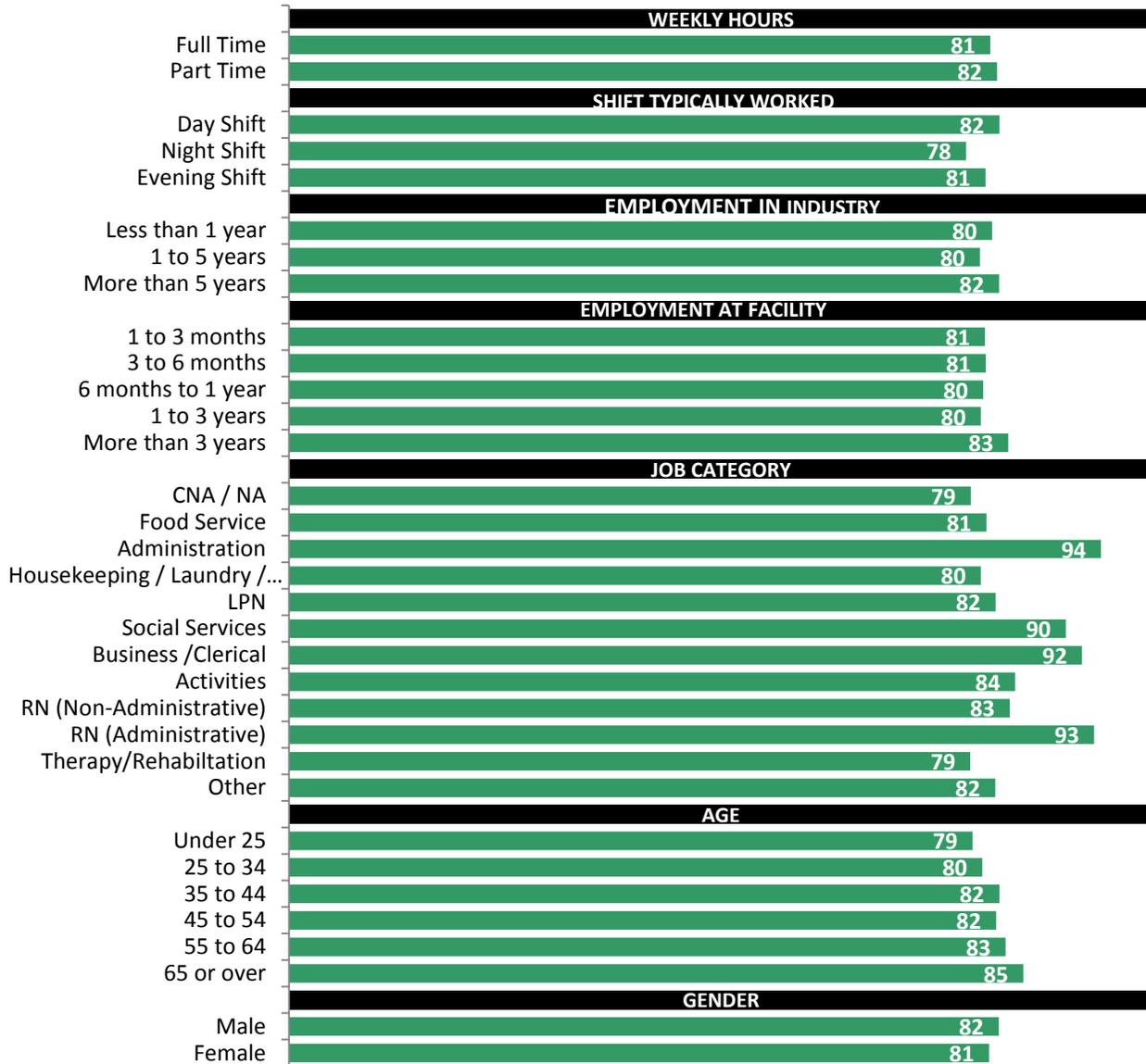
Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

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



EMPLOYEE SATISFACTION

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

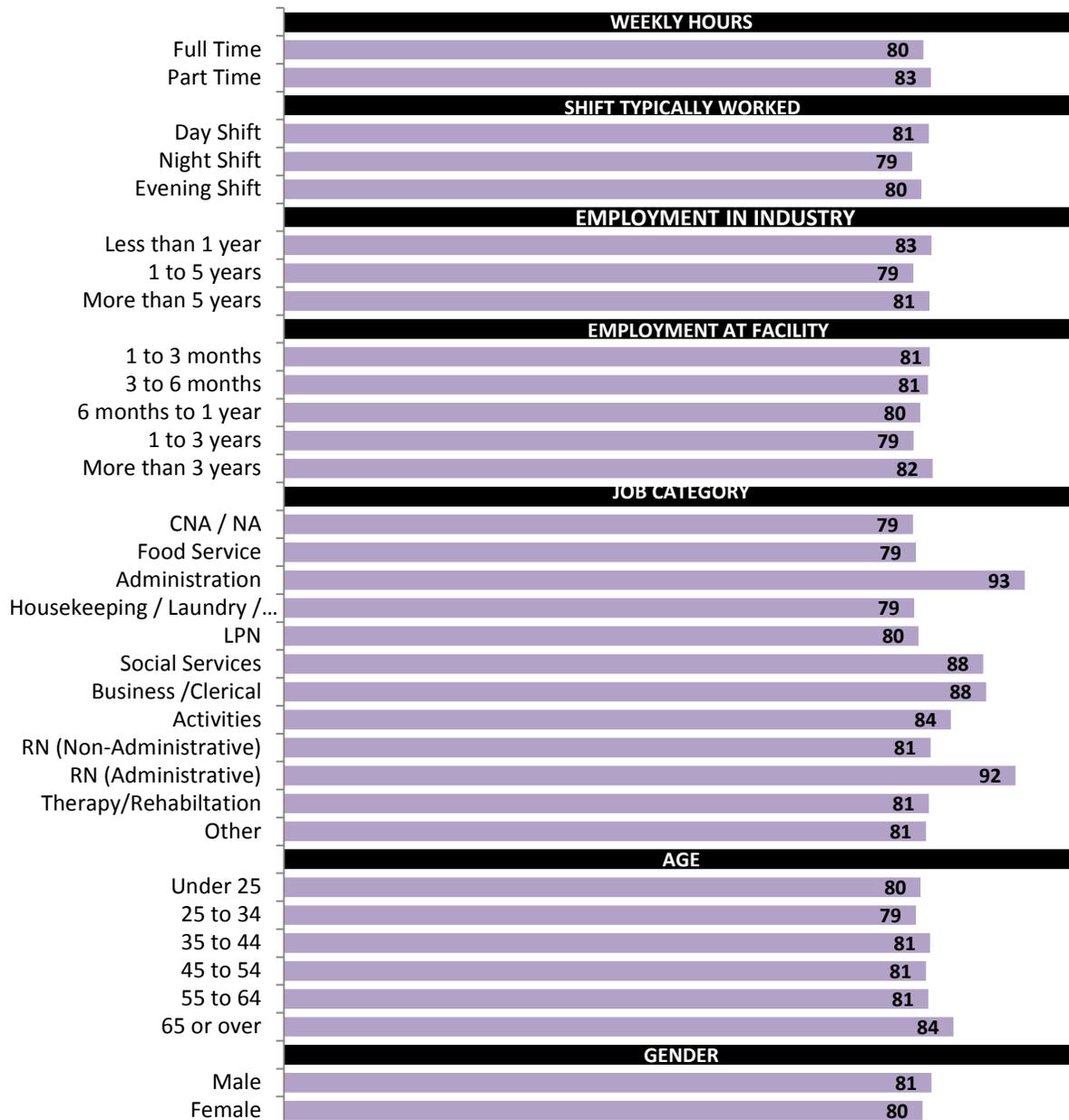


Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

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. |

