



# 2016 Maryland Nursing Facility Family Survey

**Charlotte Hall Veterans Home**



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# I. Introduction

The Maryland Health Care Commission (MHCC) family experience of care initiative began in 2005 with a pilot survey intended to guide the start of an annual process. The purpose of the initiative is to measure the experience and satisfaction of family members and other designated responsible parties of residents in Maryland's nursing homes. The project's specific objectives are to provide: 1) measures of responsible party experience and satisfaction; 2) comparisons on experience and satisfaction measures between nursing homes in Maryland; and 3) comparisons between nursing home peer groups, including geographical region, facility size, and ownership type.

The results of the survey are accessible to the public via the *MHCC Consumer Guide to Long Term Care* - an interactive web tool containing information about an array of long term care services including nursing homes and community support services such as senior centers, transportation, and technology assistance. Facility-specific results will be posted on the *MHCC Consumer Guide to Long Term Care* to assist consumers in making informed decisions when selecting a nursing home for themselves, a family member, or a friend.

This report presents the 2016 survey process, facility specific and statewide results, as well as trends from 2013 to 2016.

Charlotte Hall Veterans Home falls into the following peer groups:

- Southern Maryland
- 161+ beds
- For-Profit

The 2016 Nursing Facility Family Survey results highlights are:

- Your facility received a rating of 8.8 for overall care. The statewide average rating for the overall care received was 8.1 out of a possible 10.
- In 2016, 97% of responsible parties would recommend your nursing home. Statewide, 86% of the respondents indicated that they would recommend the nursing home about which they were surveyed.
- The highest ranking domains for your facility are Autonomy & Resident Rights, Staff and Administration of the Nursing Home and Food and Meals with an average score of 3.7 (on a scale of 1 to 4). The lowest ranking domains are Care Provided to Residents and Physical Aspects of the Nursing Home with an average score of 3.6.

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

## II. Description of Sample

All nursing facilities in Maryland with one or more residents that had a 100 day stay or longer as of December 21, 2015 were included in the sample. All nursing homes were asked to provide a list of the designated responsible parties of each of their current residents. A responsible party is often a family member, such as a spouse, child, or sibling, but can also be someone who is unrelated to the resident.

It is important to note that responsible parties of residents with a stay of less than 100 days did not participate in this survey, so the experience and satisfaction of the responsible parties of nursing facility residents with short-term skilled nursing care or rehabilitation needs are not captured by the results of the family survey.

A survey packet consisting of a letter explaining the purpose of the survey and requesting participation, as well as the actual questionnaire and a postage-paid business reply envelope was sent to each designated responsible party whose resident(s) met the eligibility criteria.

## III. Summary of Survey Methods

All of the eligible (222) nursing facilities throughout the State of Maryland submitted a responsible party list in 2016. Using the exclusion criteria below, programs were developed to identify which responsible parties and residents met the requirement for inclusion in the survey.

- Date of admission is after December 21, 2015
- Resident and the responsible party are the same
- No responsible party is listed
- Address for responsible party is incomplete or insufficient for mailing
- The contact address for the responsible party is a nursing home
- The responsible party's address is outside the United States

The list obtained after exclusions became the mailing list used to contact potential respondents. In all, surveys were mailed to 16,631 responsible parties. The first survey packet was mailed on March 30, 2016. A follow-up reminder postcard was sent on April 6, 2016, approximately one week following the initial mailing.

A second survey packet was sent to those who had not yet responded to the survey on May 11, 2016. Follow-up telephone calls were made to responsible parties from specific facilities with a response rate of 50% or less to maximize the response rates and obtain completed surveys. Follow-up calls began on May 25, 2016 and ended on June 11, 2016. Calls were conducted from 9 AM to 9 PM on weekdays.

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

**Table A: 2016 Maryland Nursing Facility Family Survey Sample Summary**

2016 Nursing Facility Family Survey	Total Participating Facilities	Total Surveys Mailed	Total Surveys Returned	Response Rate*
Overall	222	16,631	8,356	53%
Charlotte Hall Veterans Home	--	200	113	58%

\*The response rate is calculated by dividing the number of surveys returned by the total number of surveys mailed minus the number of undeliverable surveys (3).

## IV. Description of Survey Instrument

The designated responsible parties were asked to complete a survey about their experience and satisfaction with the facility and care provided to residents. The 2016 survey contained 2 overall measures of satisfaction and 17 items which assessed five domains or aspects of residents' life and care:

1. Staff and Administration of the Nursing Home
2. Care Provided to Residents
3. Food and Meals
4. Autonomy and Residents' Rights
5. Physical Aspects of the Nursing Home

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

## V. How to Read and Interpret the Results

This report contains tables and charts that display results for this nursing home, the average statewide ratings and ratings for each of the three peer groups (region in the state, facility size, ownership type) for each of the five domains and the two overall measures. For each domain, a bar chart and table that display ratings by peer group are presented. The ratings were calculated by adding the rating given by each individual who responded to the question divided by the total number of responses.

Domain level ratings in the report are presented as averages on a scale of 1 to 4. The domain ratings are calculated by averaging the ratings on the 4-point scale (where 1=Never, 2=Sometimes, 3=Usually, and 4=Always) across all the valid questions within that domain. The overall experience rating is presented as an average on a 1 to 10 scale. The overall recommendation rating is presented by percentage of respondents recommending the nursing home.

The survey item ratings are the average of a sample of respondents (that is, not the entire population of respondents) and as in any survey, there is a margin of error associated with the estimates. Determination of the actual average rating would require surveying the entire population of responsible parties.

To assist facilities in better understanding results, this report also includes tests of statistically significant differences. These tests are designed to help determine: 1) whether the facility's scores are higher or lower than statewide scores; 2) how the facility compares to peers; and 3) if there has been an increase or decrease in scores over time. You can see this statistic under the column heading "Significant Difference" or "Diff" in the tables. Areas where the facility's score is significantly higher than the state, peer group or compared to previous years will contain an up arrow (↑). Areas where the facility has a significantly lower score will contain a down arrow (↓). These comparisons are made using 95% confidence intervals.

For negatively worded questions, where "Never" was the positive answer, for the purposes of reporting results, the responses were recorded so that 4=Never, 3=Sometimes, 2=Usually, and 1=Always so the higher number represents greater satisfaction. An example of such a question is Question 14: "In the past 6 months, how often, if at all, did you help with toileting because the nurses or nursing assistants either were not available or made him or her wait too long?"

A low domain score indicates a low level of experience or satisfaction within a particular aspect of care and life, such as physical aspects of the nursing home, while a high score indicates a high level of experience or satisfaction. For example, a domain with a low score relative to a peer group or other domains may identify a high priority improvement opportunity. Domains with high scores identify areas where the facility exhibits a high level of performance. Comparing your facility's scores to peer groups can help your facility to identify opportunities for incremental improvements.

The majority of scores presented in this report are on the high end of the rating scale (above a 3). The obvious question is, "is a score good or bad?" It is not unusual for scores to be skewed to the positive because consumers are generally satisfied with the personal care their relatives receive. However, there is always room for improvement, especially when comparing scores in relation to one another. To identify meaningful differences, we suggest that readers look at top rated items and domains and compare them to lower rated items. We also suggest comparing your facility scores to other facilities in your geographic area, peer size groups, and to your facility scores in previous years (if applicable).

**For comparison purposes, the peer groups for Charlotte Hall Veterans Home are:**

<b>Type of Peer Group Comparison</b>	
Region of the State:	Southern Maryland
Licensed Bed Size Counts:	161+ beds
Ownership Type:	For-Profit

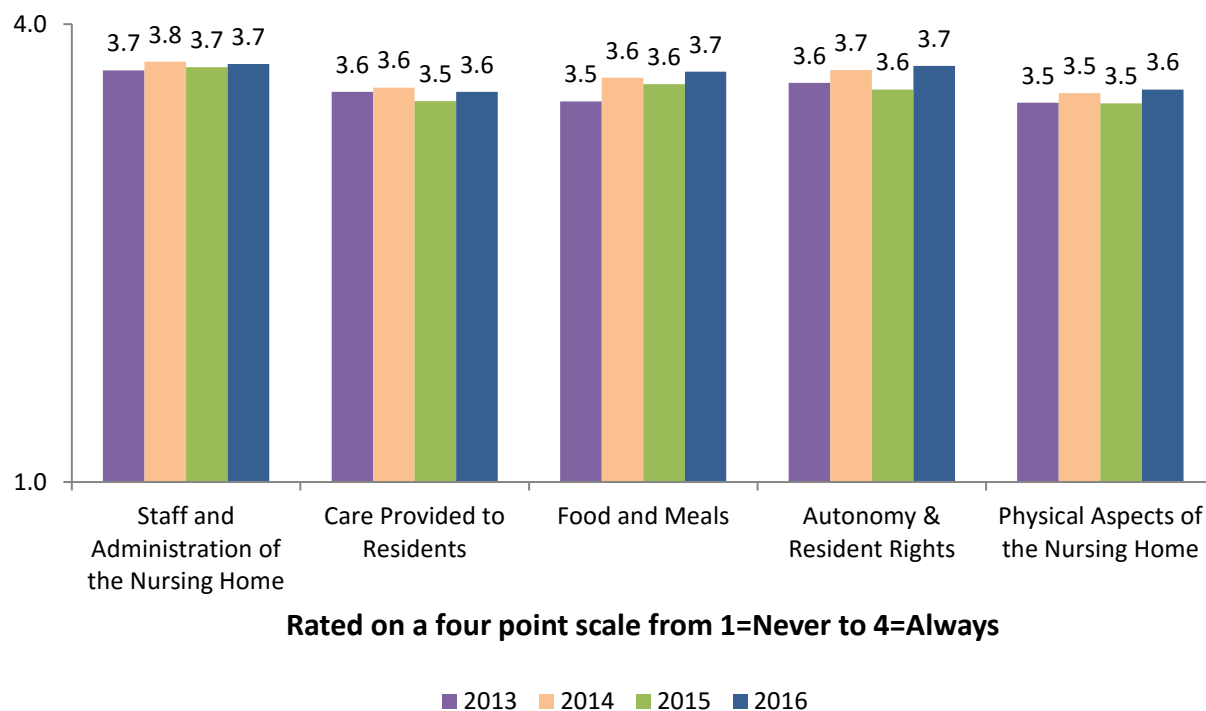
Results for these peer groups will be displayed in the charts and tables throughout this report.

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

## VI. Domain Ratings

Table 1 shows the domain scores for Charlotte Hall Veterans Home for the years 2013-2016; this allows the five domains to be directly compared to each other across multiple years of survey administration (if applicable).<sup>1</sup> Results for the years 2013-2016 are shown in Figure 1. Items rated on a scale of 1-4; higher scores are better.

**Figure 1. 2013-2016 Domain Scores for Charlotte Hall Veterans Home**



**Table 1. 2013-2016 Domain Scores for Charlotte Hall Veterans Home**

	2013	2014	2015	2016	Significant Difference
Staff and Administration of the Nursing Home	3.7	3.8	3.7	<b>3.7</b>	
Care Provided to Residents	3.6	3.6	3.5	<b>3.6</b>	
Food and Meals	3.5	3.6	3.6	<b>3.7</b>	
Autonomy & Resident Rights	3.6	3.7	3.6	<b>3.7</b>	
Physical Aspects of the Nursing Home	3.5	3.5	3.5	<b>3.6</b>	

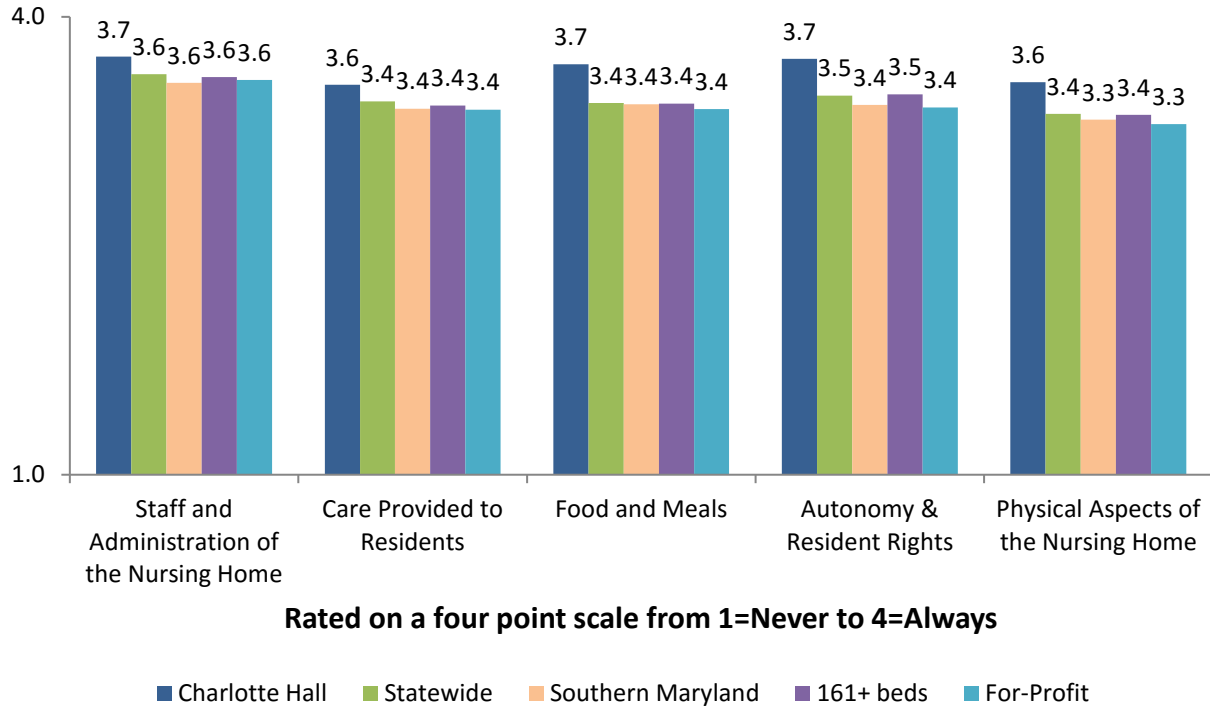
An up arrow (↑) indicates that the 2016 facility score is statistically significantly higher than in previous years (at 95% confidence). A down arrow (↓) indicates that the 2016 score is statistically significantly lower compared to previous years. Blank cells indicate no difference.

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



**Figure 2. 2016 Domain Scores by Peer Group**

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



**Table 2. 2016 Domain Scores by Peer Group**

	Charlotte Hall	Peer Groups							
		Statewide		Southern Maryland		161+ beds		For-Profit	
		Score	Diff	Score	Diff	Score	Diff	Score	Diff
Staff and Administration of the Nursing Home	3.7	3.6	↑	3.6	↑	3.6	↑	3.6	↑
Care Provided to Residents	3.6	3.4	↑	3.4	↑	3.4	↑	3.4	↑
Food and Meals	3.7	3.4	↑	3.4	↑	3.4	↑	3.4	↑
Autonomy & Resident Rights	3.7	3.5	↑	3.4	↑	3.5	↑	3.4	↑
Physical Aspects of the Nursing Home	3.6	3.4	↑	3.3	↑	3.4	↑	3.3	↑

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

## VII. Overall Experience Ratings

Two questions were included in the survey to assess a responsible party's overall experience and satisfaction with the nursing facility. The first item asked respondents to rate the care received at the nursing facility on a scale of 1 to 10 (with "1" being the worst possible care and "10" being the best possible care). Overall ratings were calculated by adding the rating given by each individual who responded to the question divided by the total number of responses.

The second overall experience and satisfaction item is the percentage of respondents answering "Definitely Yes" or "Probably Yes" to whether they would recommend the nursing facility.

Table 3 displays the results for the two overall experience questions for Charlotte Hall Veterans Home from 2013-2016; this allows the two overall questions to be compared for multiple years of survey administration (if applicable).<sup>2</sup> State and peer group results for 2016 are included along with the results for Charlotte Hall Veterans Home in Table 4 and Figure 4.

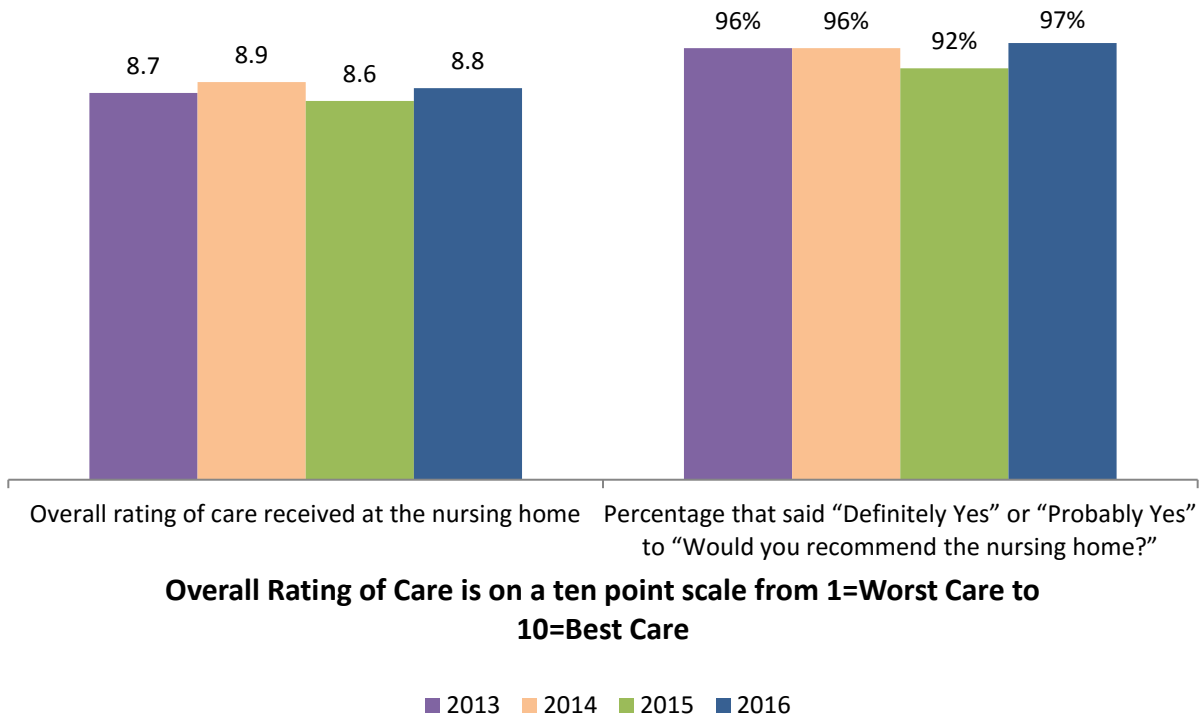
As with the individual domains, each overall measure of satisfaction for the facility is compared to the state, peer groups and with the facility's results from 2013-2016. Significant differences are noted in Tables 3 and 4 with an up arrow (↑) when the facility's 2016 score is significantly higher than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

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

**Figure 3. 2013-2016 Overall Ratings for Charlotte Hall Veterans Home**

Overall rating of care scale used is from 1-10; higher scores are better.



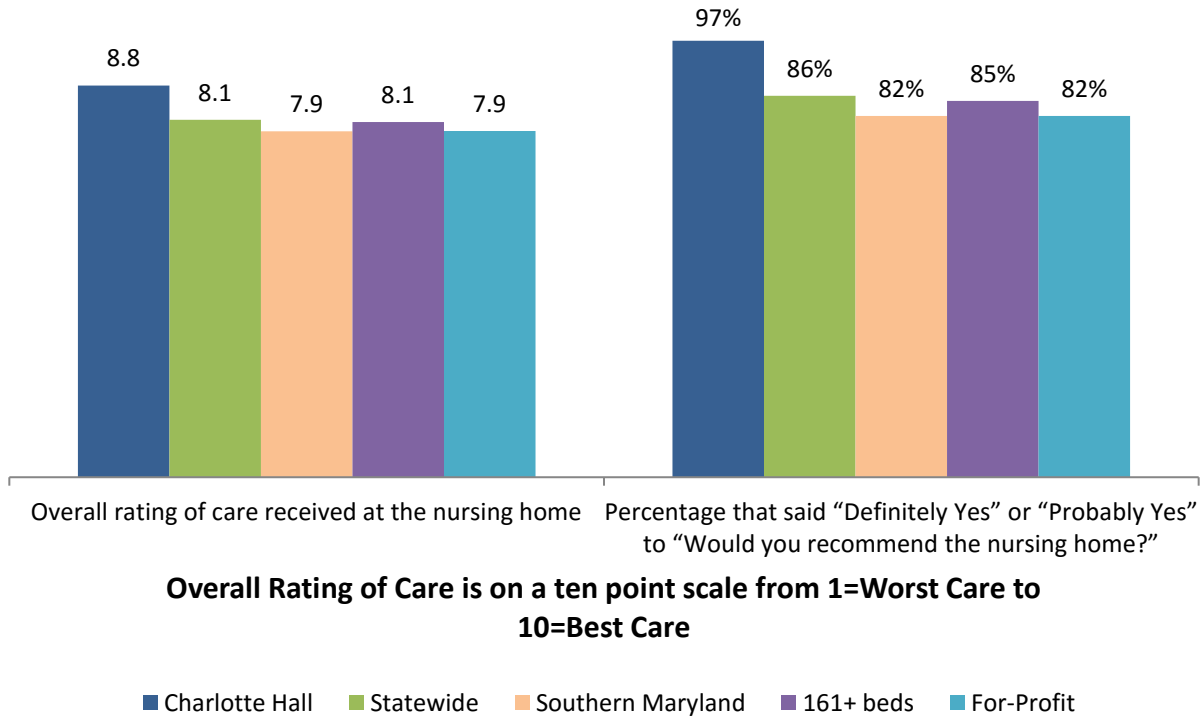
**Table 3. 2013-2016 Overall Ratings for Charlotte Hall Veterans Home**

	2013	2014	2015	2016	Significant Difference
Overall rating of care received at the nursing home	8.7	8.9	8.6	<b>8.8</b>	
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	96%	96%	92%	<b>97%</b>	

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

**Figure 4. 2016 Overall Ratings by Peer Group**

Overall rating of care scale used is from 1-10; higher scores are better.



**Table 4. 2016 Overall Ratings by Peer Group**

	Charlotte Hall	Peer Groups							
		Statewide		Southern Maryland		161+ beds		For-Profit	
		Score	Diff	Score	Diff	Score	Diff	Score	Diff
Overall rating of care received at the nursing home	<b>8.8</b>	8.1	↑	7.9	↑	8.1	↑	7.9	↑
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	<b>97%</b>	86%	↑	82%	↑	85%	↑	82%	↑

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