



# 2018 Maryland Nursing Home Family Experience of Care Survey

**Charlotte Hall Veterans Home**



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## A. Background

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

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

(Note: An Executive Summary containing statewide aggregate data has been issued separately and is available on the Maryland Health Care Commission website at:

<http://mhcc.maryland.gov/consumerinfo/longtermcare/Default.aspx>)

## B. Summary Results for Charlotte Hall Veterans Home

Table 1. Summary of 2018 Domain Scores for Charlotte Hall Veterans Home<sup>1</sup>

	Charlotte Hall Veterans Home	Statewide
Staff and Administration of the Nursing Home	3.6	3.4
Care Provided to Residents	3.5	3.4
Food and Meals	3.1	3.1
Autonomy and Resident Rights	3.5	3.3
Physical Aspects of the Nursing Home	3.3	3.2
Activities	3.1	3.0
Security and Resident's Personal Rights	3.5	3.3
Overall rating of care received at the nursing home*	8.6	7.7
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	96%	81%

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

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

## **C. Description of Sample**

All nursing facilities in Maryland with one or more residents that had a 100 day stay or longer as of October 15, 2018 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 may 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.

## D. Summary of Survey Methods

All eligible (221) nursing facilities throughout the State of Maryland submitted a responsible party list in 2018. Using the exclusion criteria below, programs were developed to identify which responsible parties and residents met the requirement for inclusion in the survey.

Exclusion criteria:

- Date of admission is after July 7, 2018
- 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 17,465 responsible parties. The first survey packet was mailed on October 16, 2018. A follow-up reminder postcard was sent on October 22, 2018, approximately one week following the initial mailing.

A second survey packet was sent to those who had not yet responded to the survey on November 28, 2018. 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 December 18, 2018 and ended on January 15, 2019. Calls were conducted from 9 AM to 9 PM on weekdays and 10 AM to 6 PM on Saturdays.

A total of 7,611 eligible surveys were received completed through January 28, 2019 out of 17,465 mailed, resulting in a final response rate of 49% for all facilities. Table 2 below summarizes the final 2018 Maryland Nursing Facility Family Survey sample.

**Table 2. 2018 Maryland Nursing Facility Family Survey Sample Summary**

2018 Nursing Facility Family Survey	Total Participating Facilities	Total Surveys Mailed	Total Surveys Returned	Response Rate*
Overall	221	17,465	7,611	49%
Charlotte Hall Veterans Home	--	265	112	46%

\*The response rate is calculated by dividing the total number of surveys *returned* by the total number of surveys mailed minus the number of undeliverable surveys (1,814 overall and 23 for this facility).

## E. 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 2018 survey contained two overall measures of satisfaction and 31 items which assessed seven domains or aspects of residents' life and care:

1. Staff and Administration of the Nursing Home
2. Care Provided to Residents
3. Food and Meals
4. Autonomy and Residents' Rights
5. Physical Aspects of the Nursing Home
6. Activities – *New in 2018*
7. Security and Resident's Personal Rights – *New in 2018*

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

For the 2018 administration, questions were added to each domain, and two additional domains were added. Importantly, domains have only been altered to become more inclusive and to evaluate additional items. No questions were removed from the survey.

Questions added to the 2018 survey instrument are presented in bold on Table 19, under Section I.

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

## F. How to Read and Interpret the Results

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

Domain level ratings in the report are presented as averages on a scale of 1 to 4. The domain ratings are calculated by averaging the ratings on the 4-point scale, where 1 represents the most negative possible response and 4 represents the most positive possible response. The exact definition of responses is contextual, based on the phrasing of the question, however, the most positive response is generally 'Yes' or 'Always'. These scores are averaged across all the valid questions within that domain. The overall experience rating is presented as an average on a 1 to 10 scale. The overall recommendation rating is presented by percentage of respondents recommending the nursing home.

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

To assist facilities in better understanding results, this report also includes tests of statistically significant differences. These tests are designed to help determine: 1) whether the facility's scores are higher or lower than statewide scores; 2) how the facility compares to peers; and 3) if there has been an increase or decrease in scores over time. You can see this statistic under the table "Significant Difference" in each domain score. Areas where the facility's score is significantly higher than the state, peer group or compared to previous years will contain an up arrow (↑). Areas where the facility has a significantly lower score will contain a down arrow (↓). Areas which have no significant difference are marked with a dash (-). These comparisons are made using 95% confidence intervals.

For negatively worded questions, where "Never" was the positive answer, for the purposes of reporting results, the responses were recorded so that 4=Never, 3=Sometimes, 2=Usually, and 1=Always so the higher number represents greater satisfaction. An example of such a question is Question 18: "In the past 6 months, how often, if at all, did you help with toileting because the nurses or nursing assistants either were not available or made him or her wait too long?"



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:**

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

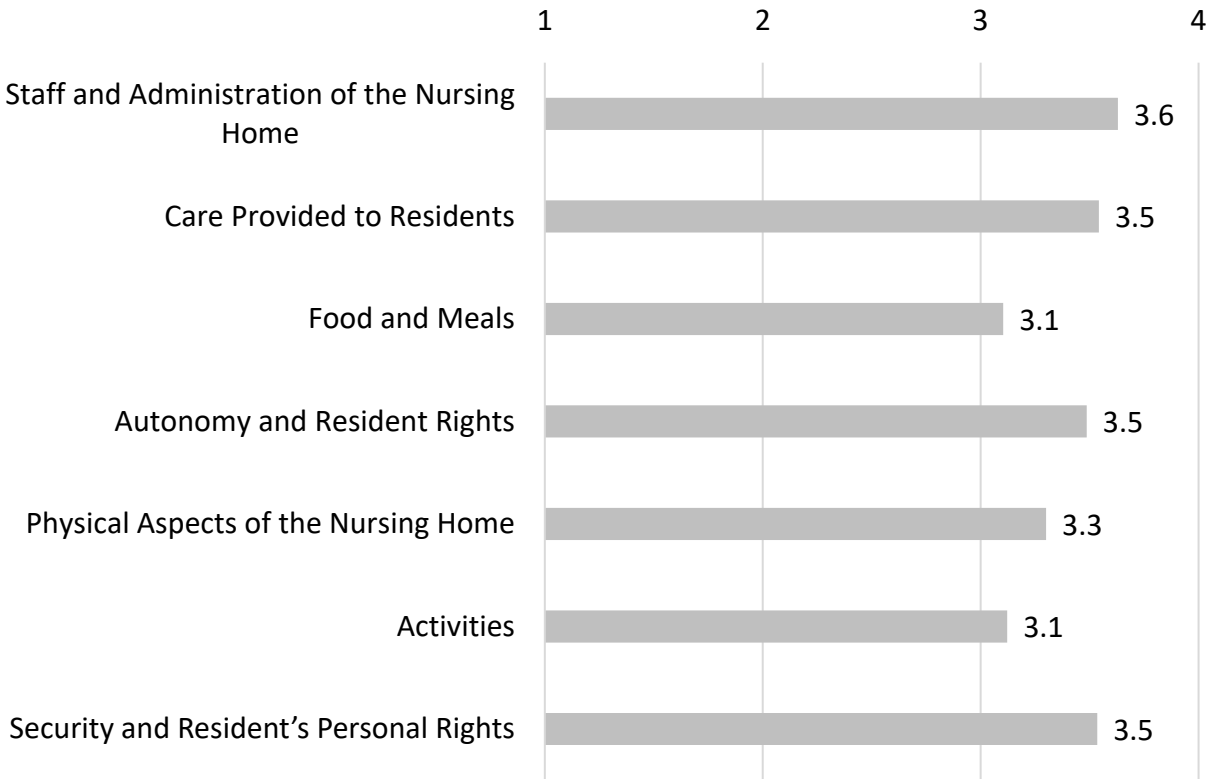
Results for these peer groups will be displayed in the charts and tables throughout this report.

*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.*

## G. Domain Ratings

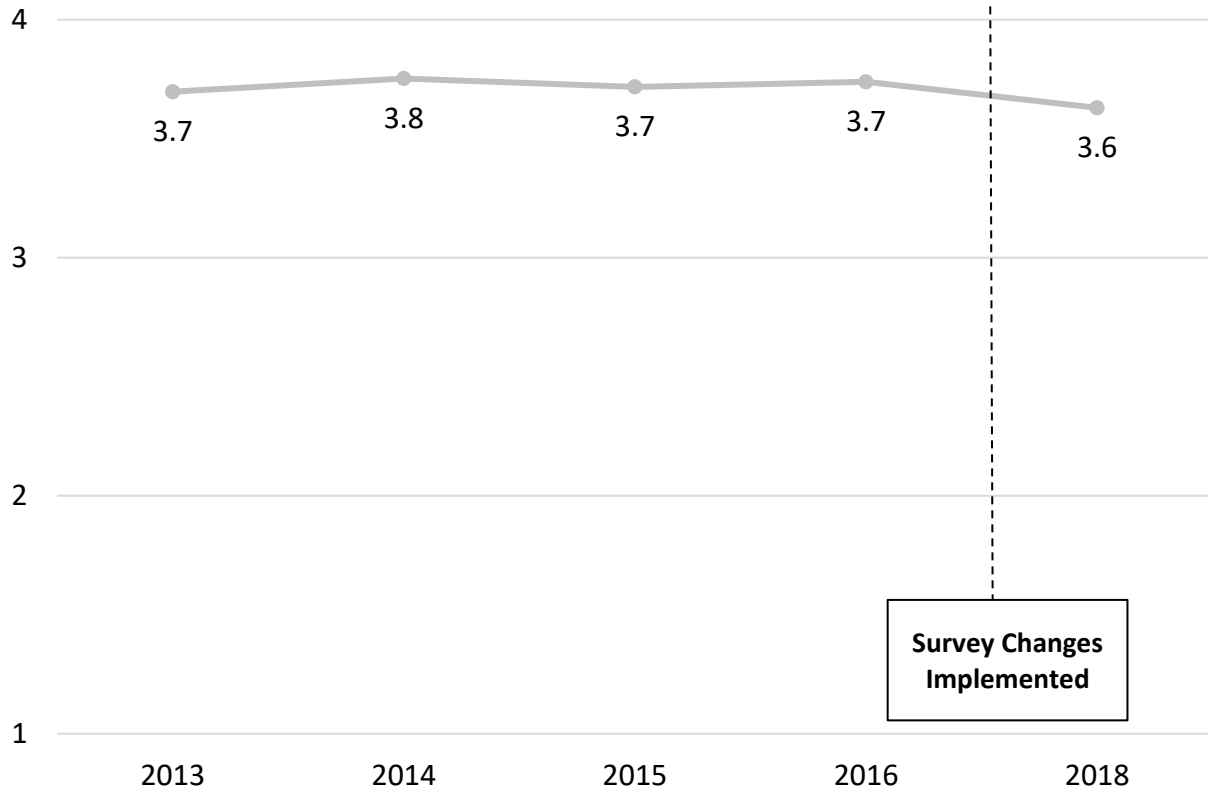
### *Summary of Domain Ratings*

**Figure 1. Summary of 2018 Domain Scores for Charlotte Hall Veterans Home**



*Staff and Administration of the Nursing Home*

**Figure 2. 2013-2018 Domain Scores for Staff and Administration of the Nursing Home**

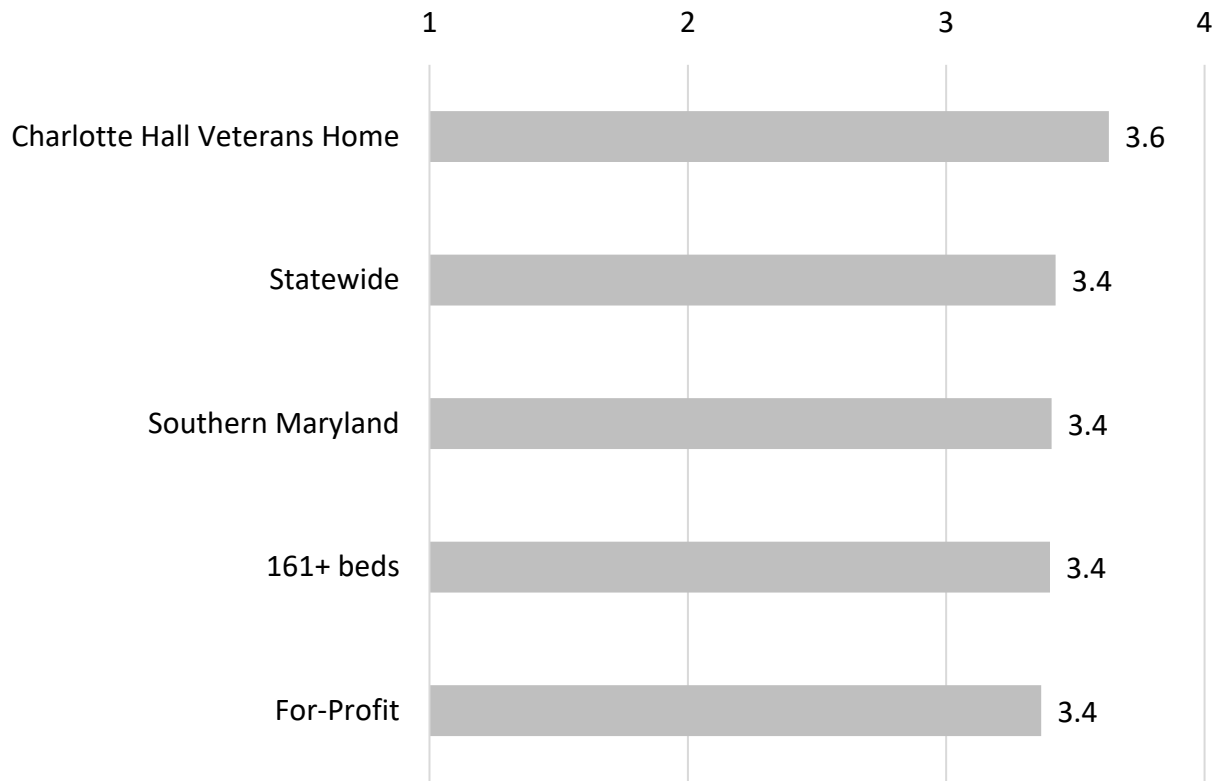


**Table 3. 2013-2018 Significant Differences for Staff and Administration of the Nursing Home Trending**

2018 Charlotte Hall Veterans Home Score Measured Against		
	Score	2018 Difference
<b>2018</b>	<b>3.6</b>	
2016	3.7	-
2015	3.7	-
2014	3.8	-
2013	3.7	-

*A difference marked ↑ indicates the 2018 score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2018 score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).*

**Figure 3. 2018 Peer Group Scores for Staff and Administration of the Nursing Home**



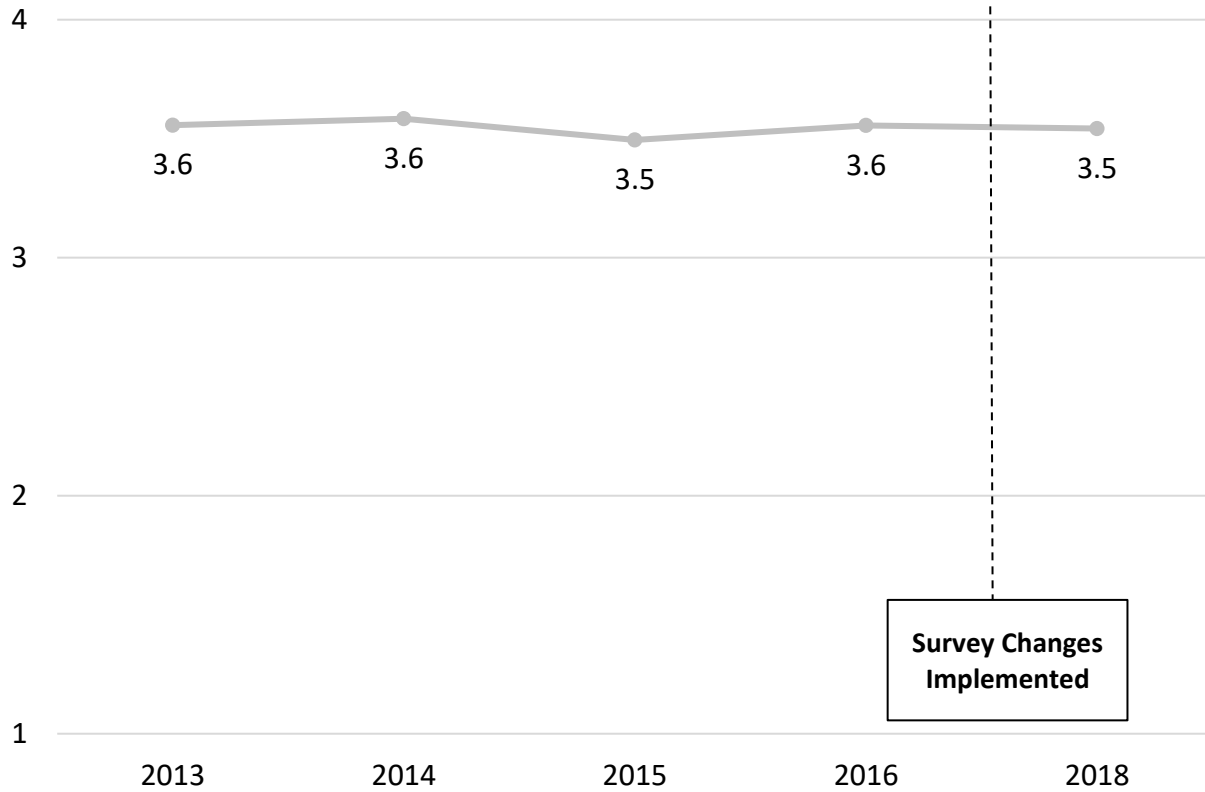
**Table 4. 2018 Significant Differences for Staff and Administration of the Nursing Home vs. Peers**

2018 Charlotte Hall Veterans Home Score Measured Against Peer Group		
	Score	2018 Difference
<b>2018 Score</b>	<b>3.6</b>	
Statewide	3.4	↑
Southern Maryland	3.4	↑
161+ beds	3.4	↑
For-Profit	3.4	↑

*A difference marked ↑ indicates the 2018 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2018 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*

*Care Provided to Residents*

**Figure 4. 2013-2018 Domain Scores for Care Provided to Residents**

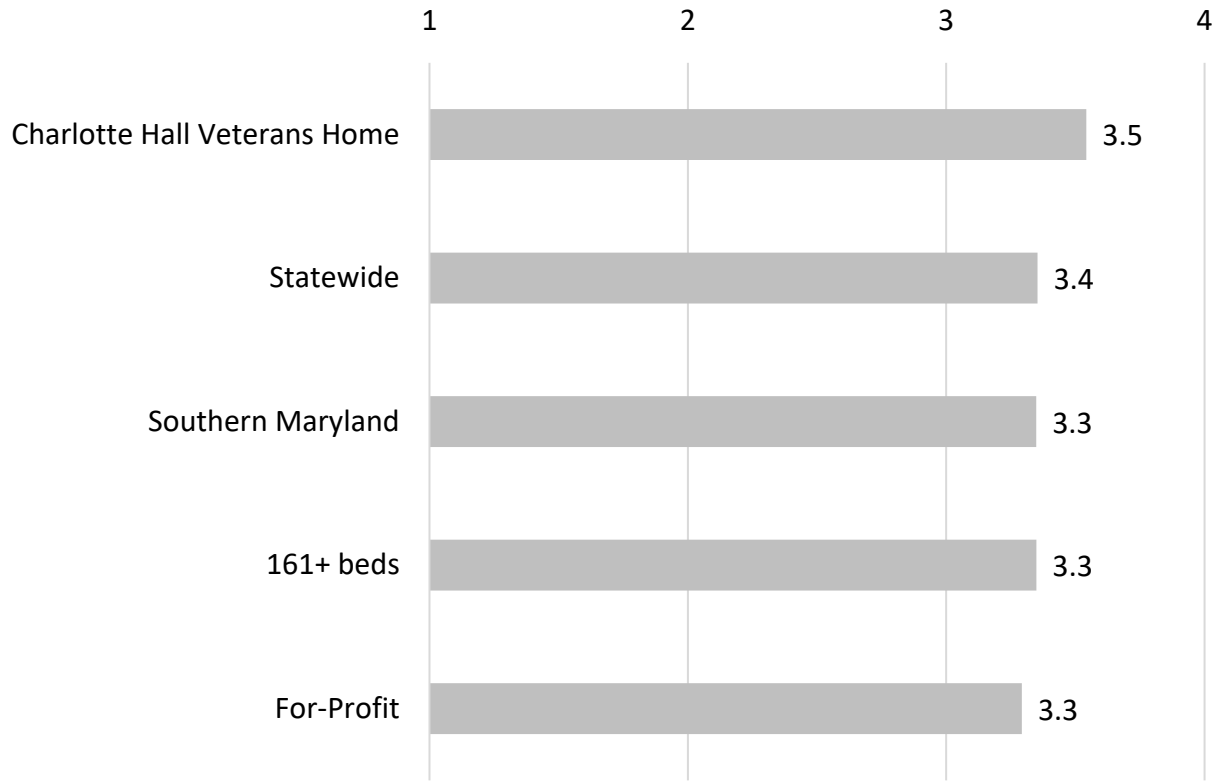


**Table 5. 2013-2018 Significant Differences for Care Provided to Residents Trending**

2018 Charlotte Hall Veterans Home Score Measured Against		
	Score	2018 Difference
<b>2018</b>	<b>3.5</b>	
2016	3.6	-
2015	3.5	-
2014	3.6	-
2013	3.6	-

*A difference marked ↑ indicates the 2018 score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2018 score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).*

**Figure 5. 2018 Peer Group Scores for Care Provided to Residents**



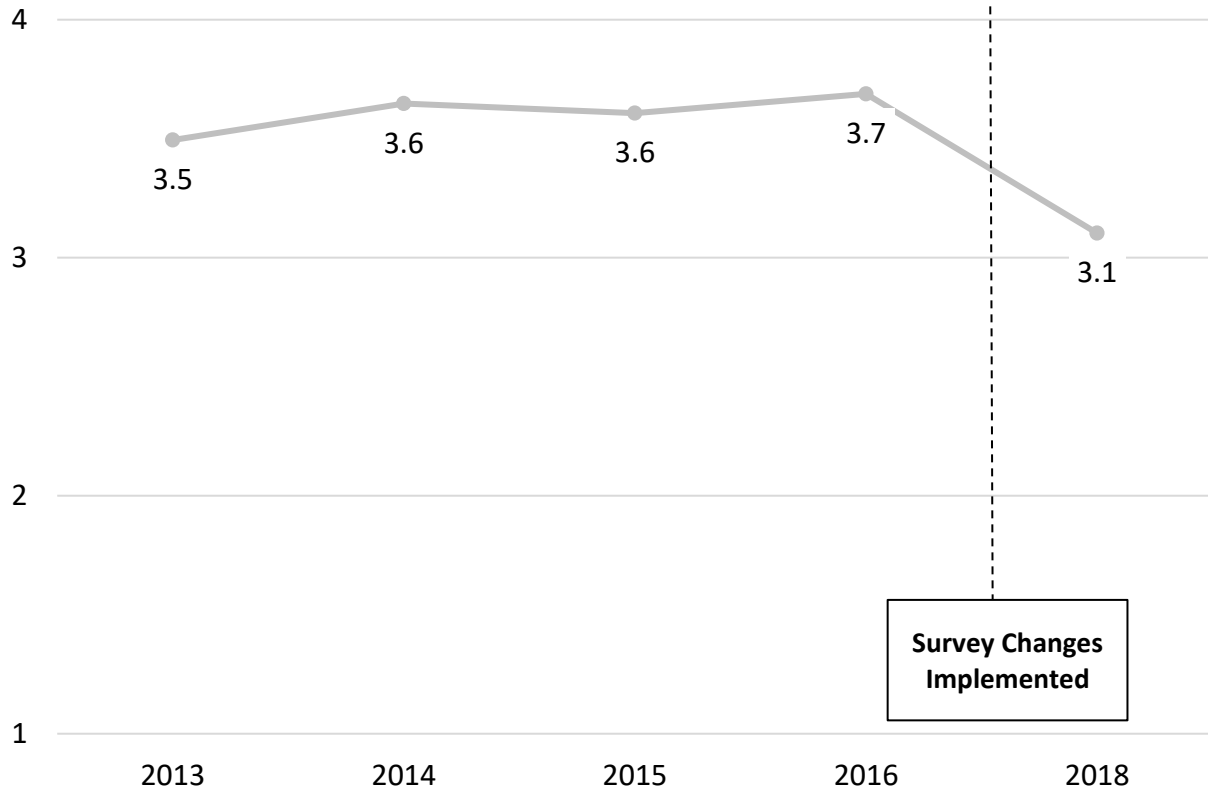
**Table 6. 2018 Significant Differences for Care Provided to Residents vs Peers**

2018 Charlotte Hall Veterans Home Score Measured Against Peer Group		
	Score	2018 Difference
<b>2018 Score</b>	<b>3.5</b>	
Statewide	3.4	↑
Southern Maryland	3.3	↑
161+ beds	3.3	↑
For-Profit	3.3	↑

*A difference marked ↑ indicates the 2018 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2018 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*

*Food and Meals*

**Figure 6. 2013-2018 Domain Scores for Food and Meals**

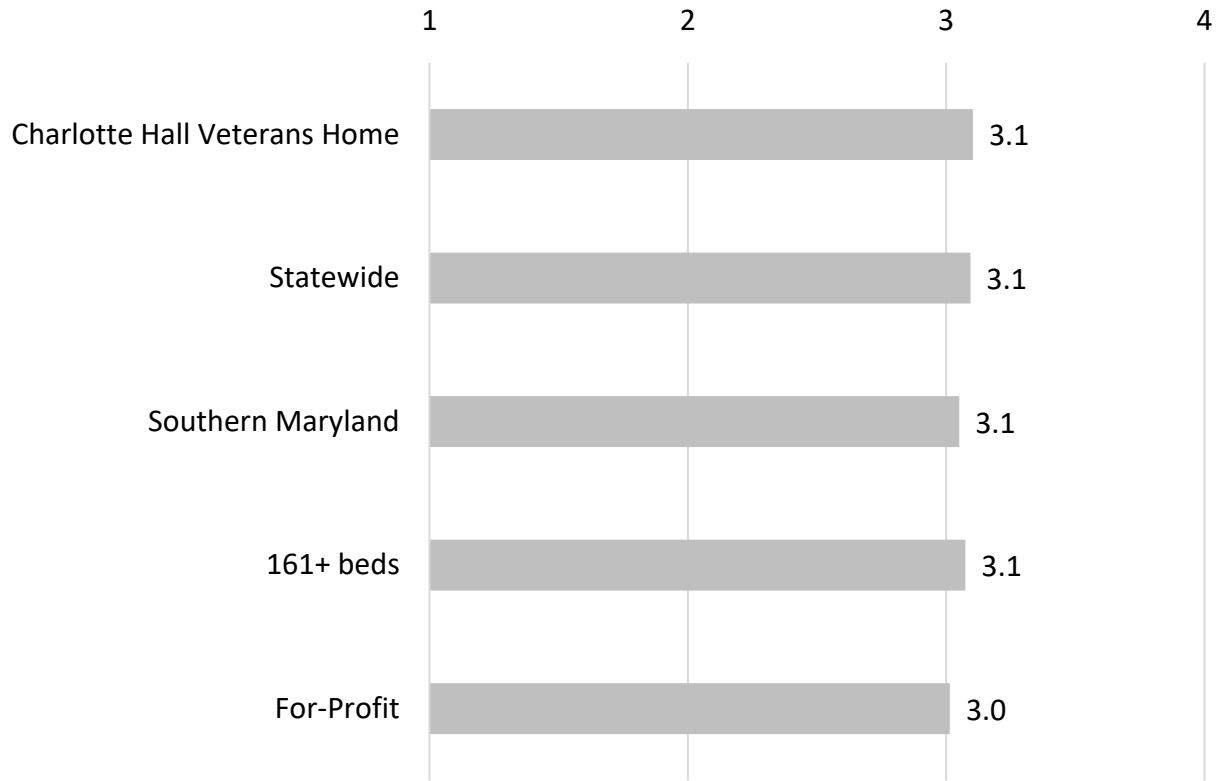


**Table 7. 2013-2018 Significant Differences for Food and Meals Trending**

2018 Charlotte Hall Veterans Home Score Measured Against		
	Score	2018 Difference
<b>2018</b>	<b>3.1</b>	
2016	3.7	↓
2015	3.6	↓
2014	3.6	↓
2013	3.5	↓

*A difference marked ↑ indicates the 2018 score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2018 score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).*

**Figure 7. 2018 Peer Group Domain Scores for Food and Meals**



**Table 8. 2018 Significant Differences for Food and Meals vs Peers**

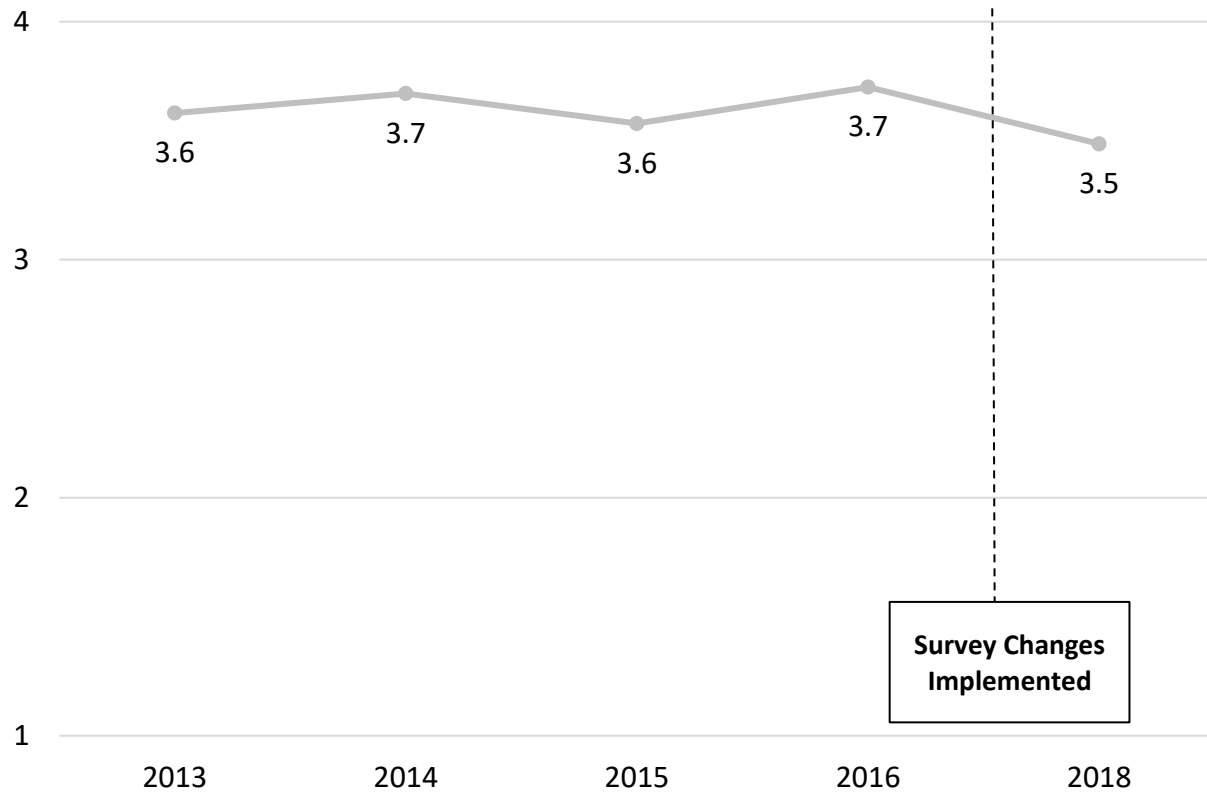
2018 Charlotte Hall Veterans Home Score Measured Against Peer Group		
	Score	2018 Difference
<b>2018 Score</b>	<b>3.1</b>	
Statewide	3.1	-
Southern Maryland	3.1	-
161+ beds	3.1	-
For-Profit	3.0	-

*A difference marked ↑ indicates the 2018 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2018 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*



*Autonomy and Resident Rights*

**Figure 8. 2013-2018 Domain Scores for Autonomy and Resident Rights**

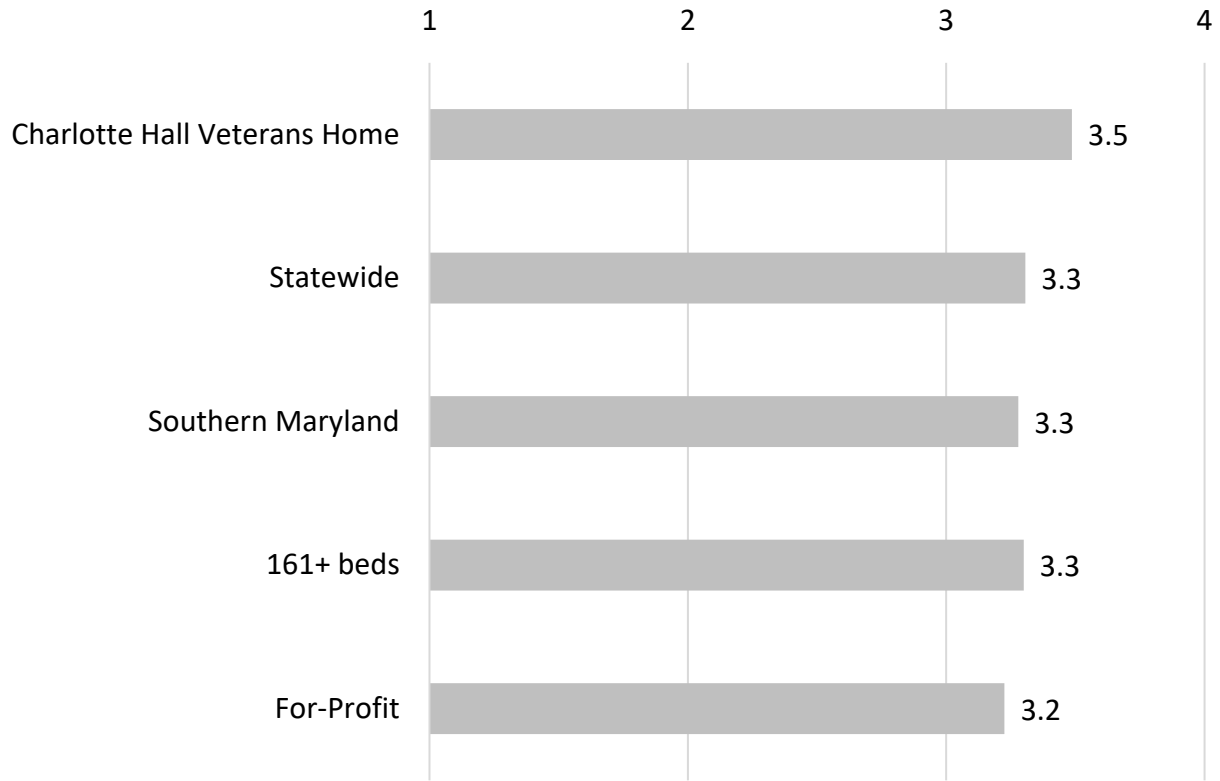


**Table 9. 2013-2018 Significant Differences for Autonomy and Resident Rights Trending**

2018 Charlotte Hall Veterans Home Score Measured Against		
	Score	2018 Difference
<b>2018</b>	<b>3.5</b>	
2016	3.7	-
2015	3.6	-
2014	3.7	-
2013	3.6	-

*A difference marked ↑ indicates the 2018 score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2018 score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).*

**Figure 9. 2018 Peer Group Domain Scores for Autonomy and Resident Rights**



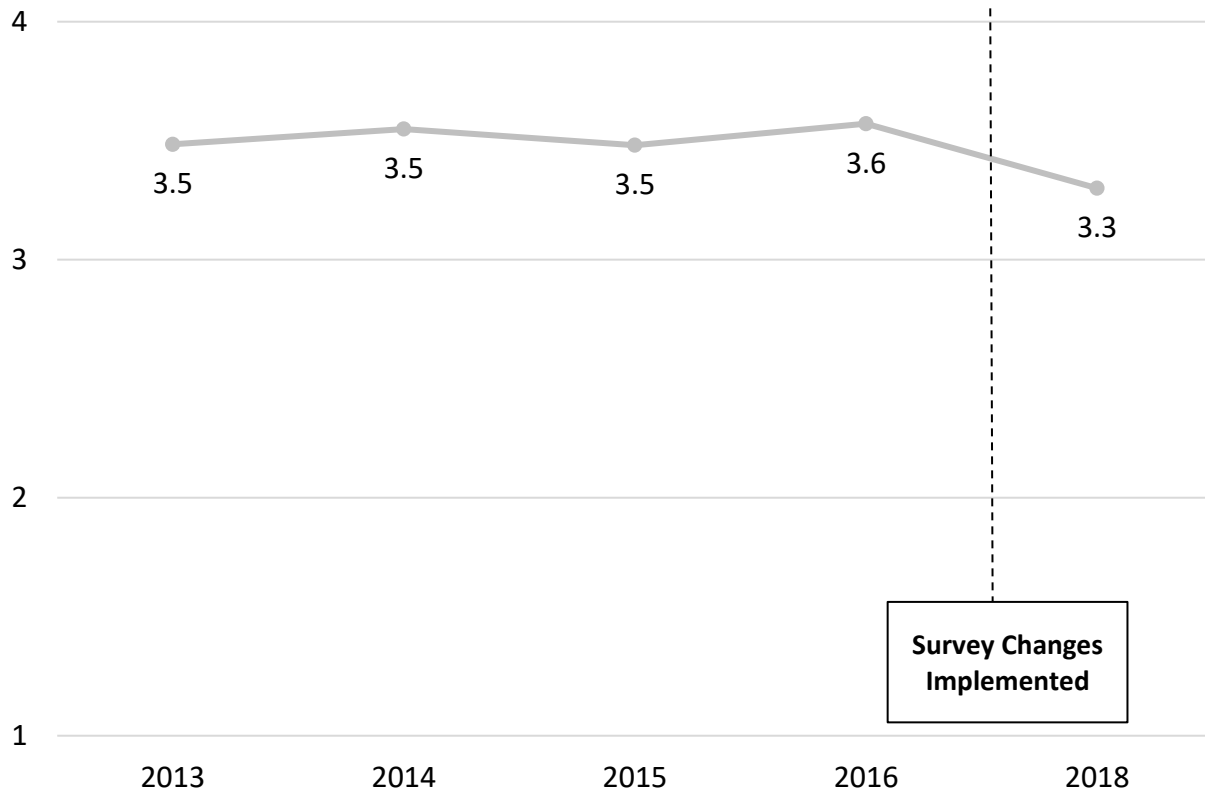
**Table 10. 2018 Significant Differences for Autonomy and Resident Rights vs Peers**

2018 Charlotte Hall Veterans Home Score Measured Against Peer Group		
	Score	2018 Difference
<b>2018 Score</b>	<b>3.5</b>	
Statewide	3.3	↑
Southern Maryland	3.3	↑
161+ beds	3.3	↑
For-Profit	3.2	↑

*A difference marked ↑ indicates the 2018 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2018 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*

*Physical Aspects of the Nursing Home*

**Figure 10. 2013-2018 Domain Scores for Physical Aspects of the Nursing Home**

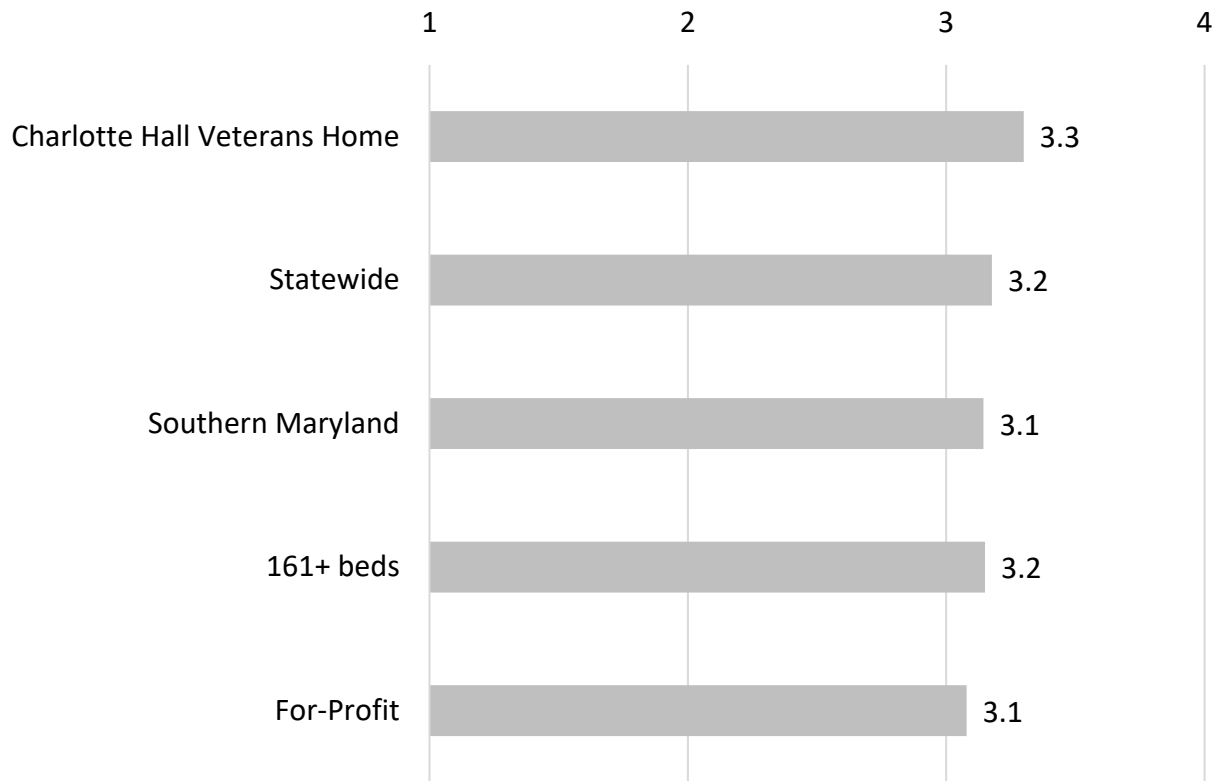


**Table 11. 2013-2018 Significant Differences for Physical Aspects of the Nursing Home Trending**

2018 Charlotte Hall Veterans Home Score Measured Against		
	Score	2018 Difference
<b>2018</b>	<b>3.3</b>	
2016	3.6	↓
2015	3.5	-
2014	3.5	↓
2013	3.5	-

*A difference marked ↑ indicates the 2018 score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2018 score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).*

**Figure 11. 2018 Peer Group Domain Scores for Physical Aspects of the Nursing Home**



**Table 12. 2018 Significant Differences for Physical Aspects of the Nursing Home vs Peers**

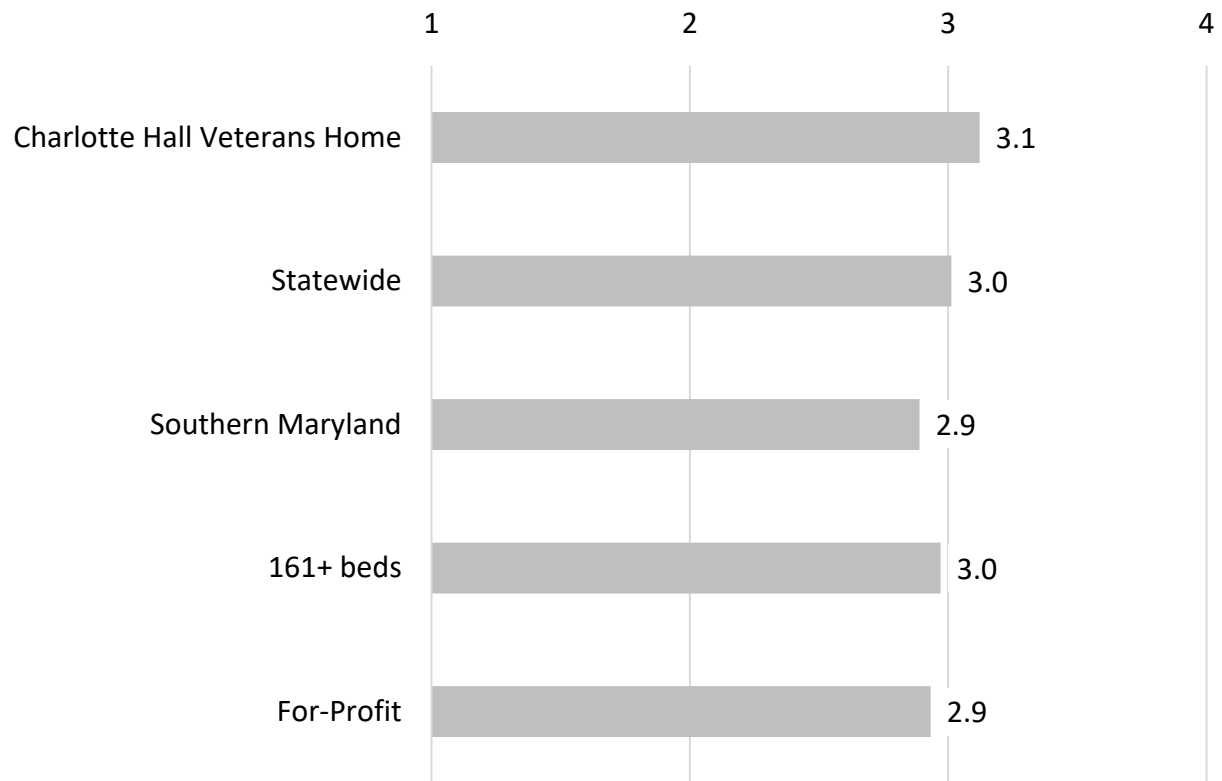
2018 Charlotte Hall Veterans Home Score Measured Against Peer Group		
	Score	2018 Difference
<b>2018 Score</b>	<b>3.3</b>	
Statewide	3.2	-
Southern Maryland	3.1	↑
161+ beds	3.2	↑
For-Profit	3.1	↑

*A difference marked ↑ indicates the 2018 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2018 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*

## Activities

**Note: The Activities domain is newly introduced in the 2018 questionnaire. As such, trending information is not yet available.**

**Figure 12. 2018 Peer Group Domain Scores for Activities**



**Table 13. 2018 Significant Differences for Activities vs Peers**

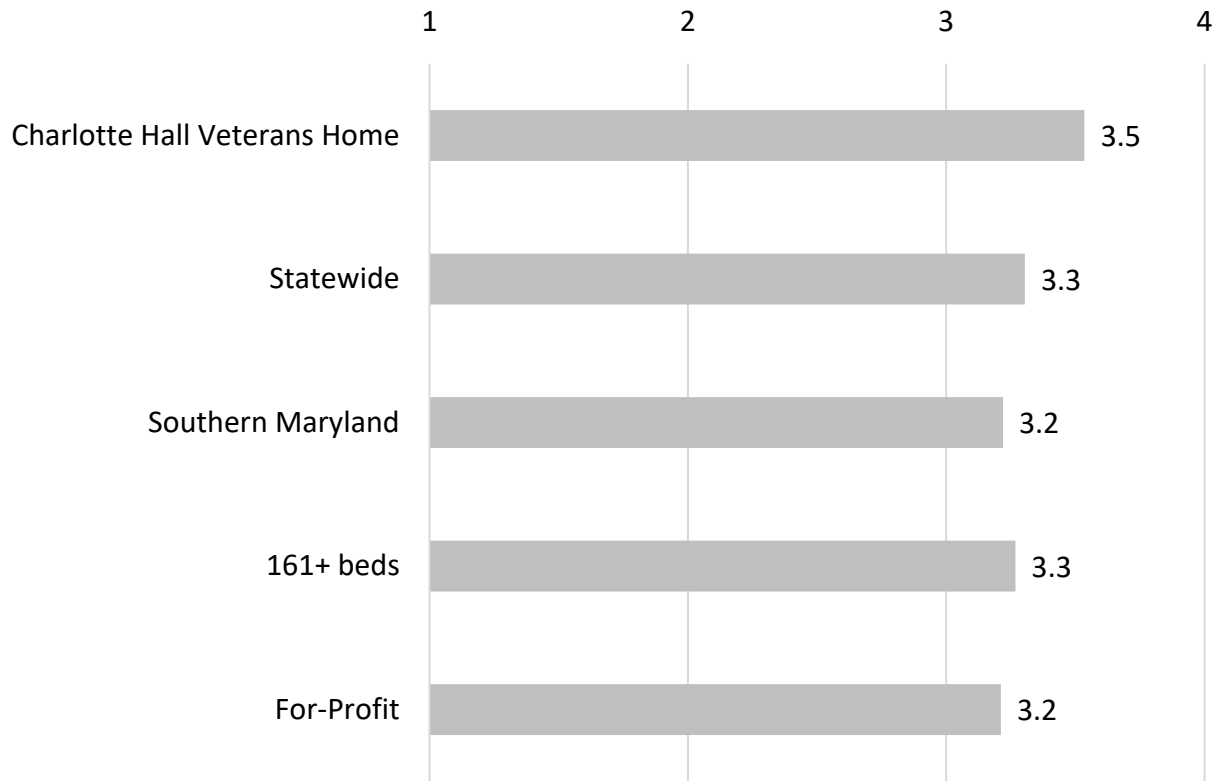
2018 Charlotte Hall Veterans Home Score Measured Against Peer Group		
	Score	2018 Difference
<b>2018 Score</b>	<b>3.1</b>	
Statewide	3.0	-
Southern Maryland	2.9	-
161+ beds	3.0	-
For-Profit	2.9	-

*A difference marked ↑ indicates the 2018 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2018 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*

*Security and Resident's Personal Rights*

**Note: The Security and Resident's Personal Rights domain is newly introduced in the 2018 questionnaire. As such, trending information is not yet available.**

**Figure 13. 2018 Peer Group Domain Scores for Security and Resident's Personal Rights**



**Table 14. 2018 Significant Differences for Security and Resident's Personal Rights vs Peers**

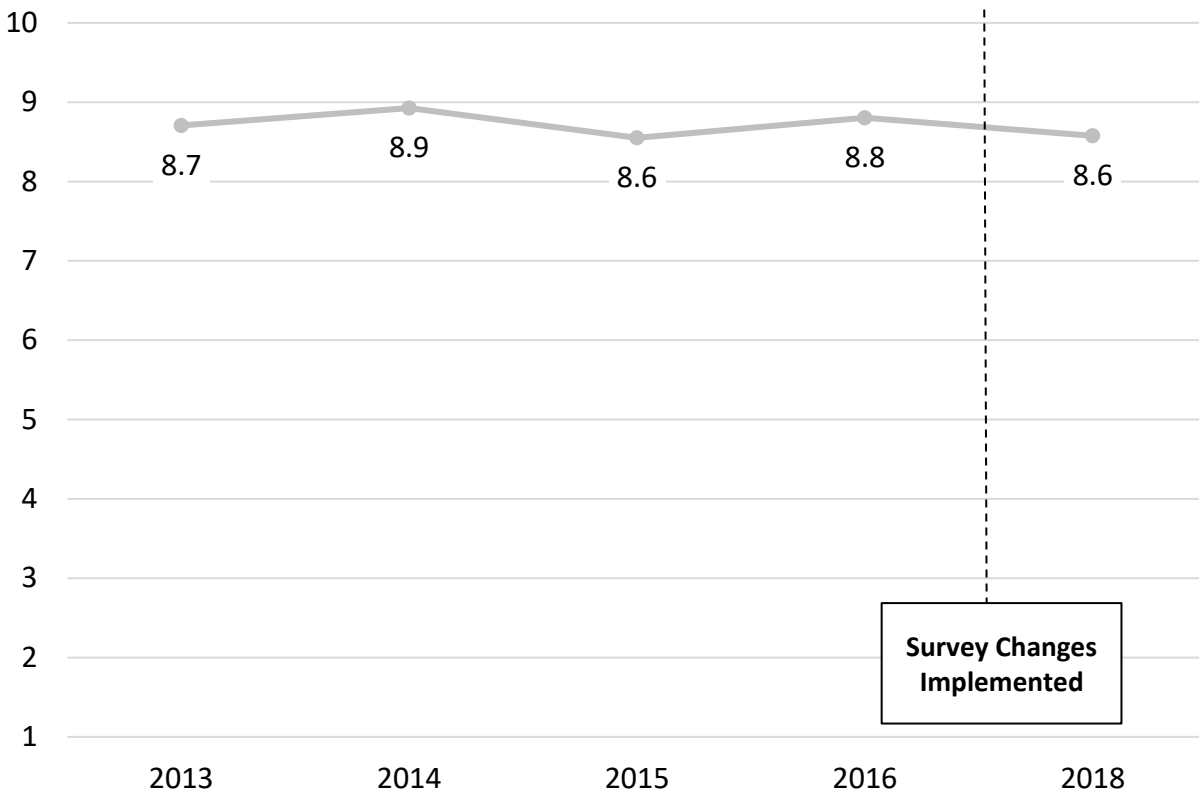
2018 Charlotte Hall Veterans Home Score Measured Against Peer Group		
	Score	2018 Difference
<b>2018 Score</b>	<b>3.5</b>	
Statewide	3.3	↑
Southern Maryland	3.2	↑
161+ beds	3.3	↑
For-Profit	3.2	↑

*A difference marked ↑ indicates the 2018 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2018 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*

## H. Overall Experience Ratings

*Overall rating of care received at the nursing home*

**Figure 14. 2013-2018 Scores for Overall rating of care received at the nursing home**

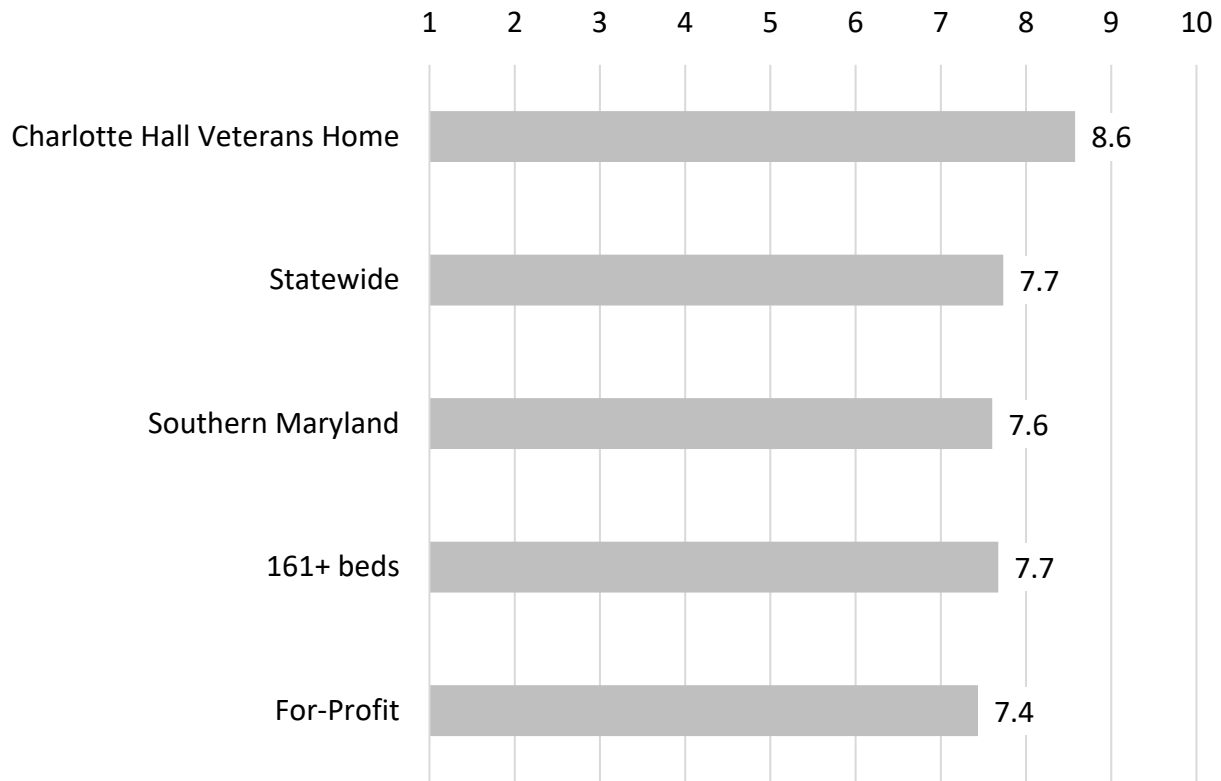


**Table 15. 2013-2018 Significant Differences for Overall rating of care received at the nursing home Trending**

2018 Charlotte Hall Veterans Home Score Measured Against		
	Score	2018 Difference
<b>2018</b>	<b>8.6</b>	
2016	8.8	-
2015	8.6	-
2014	8.9	-
2013	8.7	-

*A difference marked ↑ indicates the 2018 score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2018 score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).*

**Figure 15. 2018 Peer Group Scores for Overall rating of care received at the nursing home**



**Table 16. 2018 Significant Differences for Overall rating of care received at the nursing home vs Peers**

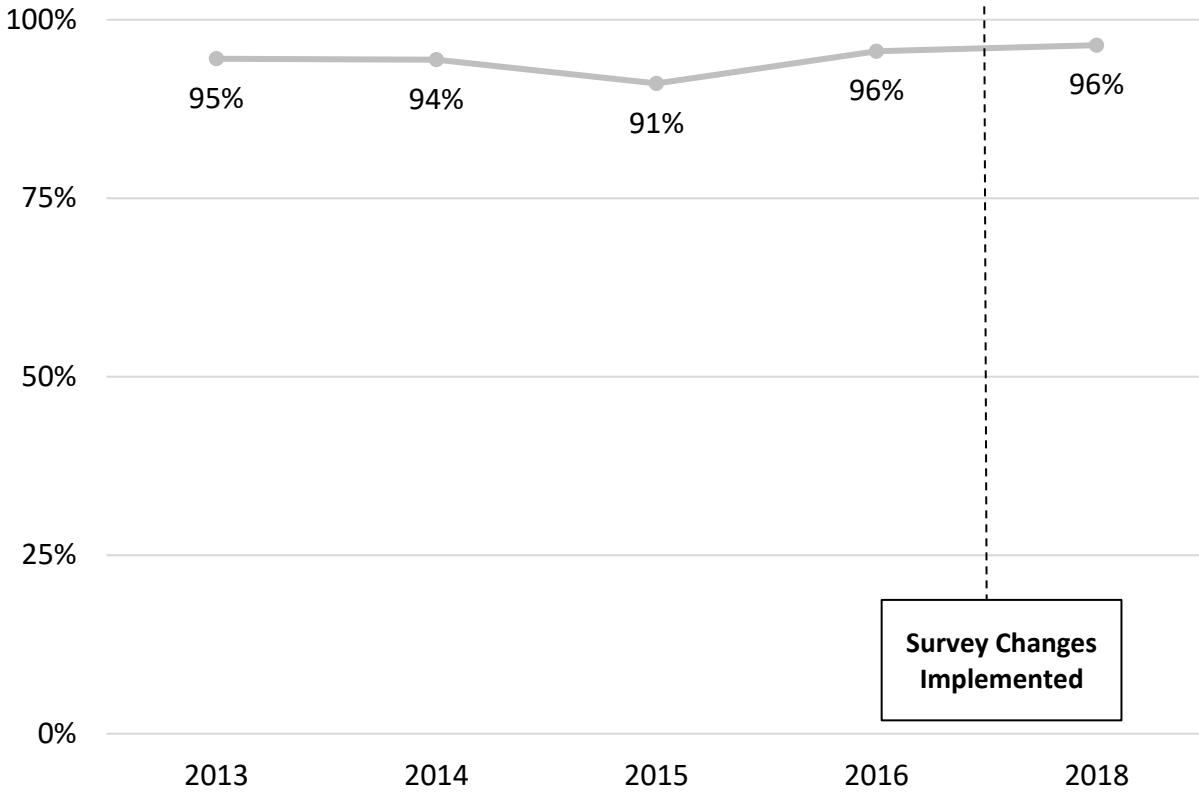
2018 Charlotte Hall Veterans Home Score Measured Against Peer Group		
	Score	2018 Difference
<b>2018 Score</b>	<b>8.6</b>	
Statewide	7.7	↑
Southern Maryland	7.6	↑
161+ beds	7.7	↑
For-Profit	7.4	↑

*A difference marked ↑ indicates the 2018 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2018 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*



*Nursing Home Recommendation*

**Figure 16. 2013-2018 Scores for Nursing Home Recommendation**

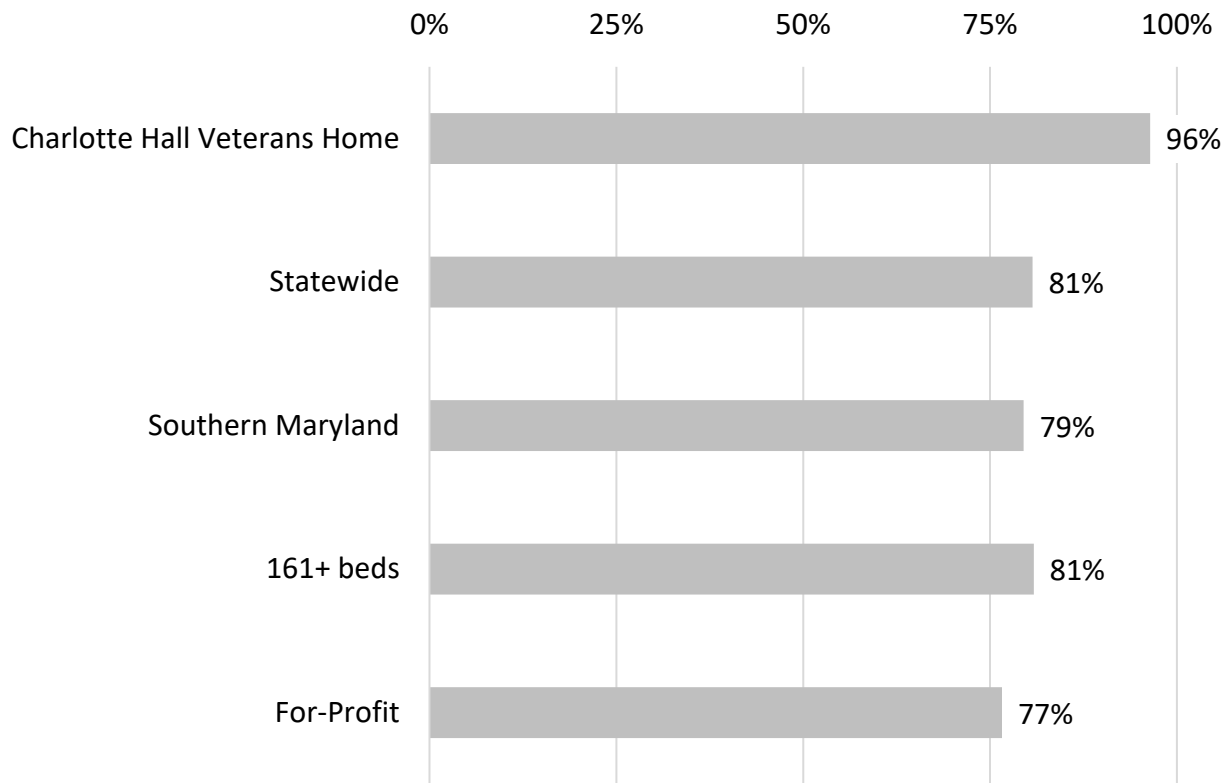


**Table 17. 2013-2018 Significant Differences for Nursing Home Recommendation Trending**

2018 Charlotte Hall Veterans Home Score Measured Against		
	Score	2018 Difference
<b>2018</b>	<b>96%</b>	
2016	96%	-
2015	91%	-
2014	94%	-
2013	95%	-

*A difference marked ↑ indicates the 2018 score was statistically significantly higher than the comparison year. A difference marked ↓ indicates the 2018 score was statistically significantly lower than the comparison year. Areas which have no statistically significant difference are marked with a dash (-).*

**Figure 17. 2018 Peer Group Domain Scores for Nursing Home Recommendation**



**Table 18. 2018 Significant Differences for Nursing Home Recommendation vs Peers**

2018 Charlotte Hall Veterans Home Score Measured Against Peer Group		
	Score	2018 Difference
<b>2018 Score</b>	<b>96%</b>	
Statewide	81%	↑
Southern Maryland	79%	↑
161+ beds	81%	↑
For-Profit	77%	↑

*A difference marked ↑ indicates the 2018 score was statistically significantly higher than the comparison peer group. A difference marked ↓ indicates the 2018 score was statistically significantly lower than the comparison peer group. Areas which have no statistically significant difference are marked with a dash (-).*

# I. Item-Level Ratings

This section provides a summary of each of the items that are used in calculating the seven domain scores. Questions were evaluated using either a 4-point scale or as Yes/No options. In addition, there were two questions that evaluated the overall experience and level of care provided by the nursing home. Please note that:

- Item scores are calculated by providing the percent of respondents answering in a ‘top box’ score. The top box is the percentage of respondents rating an item in the two most positive response categories. For example, in questions rated Always to Never, the percentage of respondents assessing an item as Always or Usually if those are the most positive, or Sometimes and Never if those are the most positive responses.
- For Yes/No responses, only the percentage of respondents providing a positive response are displayed.
- For the overall rating of care question, the rate of individuals ranking the item as a 7 or higher out of 10 is displayed.

Low scoring items indicate a low level of satisfaction and experience and high scores indicate a high level of satisfaction and experience. These items can help you identify specific personal care categories or attributes that need further evaluation. Specific items can also help identify aspects of domain areas that received lower scores. For more details on the scoring metrics used, please refer to Section F.

Note that any item with less than 10 responses has been suppressed for confidentiality purposes. “NR” in the score column indicates that an item has not been reported due to insufficient response.

Several items presented here are used as screening questions to determine the appropriateness of follow-up questions. These questions are presented here in the interest of completeness. They display the percentage at which respondents answered in such a way as to require any follow-up questions. These questions are presented in italicized text. They are not considered when calculating the domain score for which they are included under.

New questions added in 2018 are highlighted in **bold**.

**Table 19. 2018 Facility Item Level Scores and Peer Groups for Charlotte Hall Veterans Home**

	Charlotte Hall Veterans Home 2018	Charlotte Hall Veterans Home 2016	Statewide	Southern Maryland	161+ beds	For-Profit
<b>Staff and Administration of the Nursing Home</b>						
<b>In the last 6 months, how often did you receive timely notification of changes such as the resident's condition, medications, or emergencies?</b>	89%	N/A	79%	77%	78%	75%
In the last 6 months, if you asked for information about the resident, how often did you get the information within 48 hours?	90%	92%	82%	80%	81%	79%
In the last 6 months, how often did the nurses and nursing assistants treat <u>you</u> with courtesy and respect?	97%	99%	92%	92%	92%	91%
In the last 6 months, how often did the nurses and nursing assistants treat the <u>resident</u> with courtesy and respect?	95%	96%	90%	87%	88%	88%
<b>In the last 6 months, how often did staff members respect the resident's privacy?</b>	99%	N/A	92%	92%	92%	90%
<b>In the last 6 months, how often did you feel confident the staff was knowledgeable about the resident's medical condition(s) and treatment(s)?</b>	87%	N/A	78%	76%	77%	75%
<b>In the last 6 months, how often were you able to find a nurse or aide when you wanted one?</b>	94%	N/A	80%	79%	79%	77%
In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident?	98%	98%	94%	94%	94%	93%

*Italicized* questions are not used in the domain score calculations.  
Questions in **bold** are new additions to the 2018 survey.

**Table 19. 2018 Facility Item Level Scores and Peer Groups for Charlotte Hall Veterans Home (continued)**

	Charlotte Hall Veterans Home 2018	Charlotte Hall Veterans Home 2016	Statewide	Southern Maryland	161+ beds	For-Profit
<b>Care Provided to Residents</b>						
Were you invited to participate in a care conference in the last 6 months?	97%	96%	93%	94%	94%	91%
In the last 6 months, how often were you involved as much as you wanted in care decisions?	90%	94%	85%	85%	85%	82%
<i>In the last 6 months, during any of your visits, did you help the resident with toileting?</i>	26%	15%	24%	24%	23%	24%
In the last 6 months, how often, if at all, did you help with toileting because the nurses or nursing assistants either were not available or made the resident wait too long?	86%	86%	71%	68%	70%	69%
In the last 6 months, did the resident look and smell clean?	87%	93%	84%	83%	83%	81%
<i>In the last 6 months, did the resident use the nursing home's laundry service for his or her clothes?</i>	90%	88%	67%	62%	66%	65%
In the last 6 months, how often were you satisfied with the laundry services the resident received?	82%	73%	75%	76%	74%	71%
<i>In the last 6 months, did you see any resident, including this resident, behave in a way that made it hard for nurses or nursing assistants to provide care?</i>	32%	25%	27%	23%	27%	27%
How often did nurses/nursing aides handle the situation in a way that was acceptable to you?	94%	96%	85%	83%	86%	83%
<i>In the last 6 months, did you discuss any issues or concerns with the nursing home staff about the care the resident received in the nursing home?</i>	65%	N/A	64%	64%	65%	64%

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Questions in **bold** are new additions to the 2018 survey.

**Table 19. 2018 Facility Item Level Scores and Peer Groups for Charlotte Hall Veterans Home (continued)**

	Charlotte Hall Veterans Home 2018	Charlotte Hall Veterans Home 2016	Statewide	Southern Maryland	161+ beds	For-Profit
<b>Care Provided to Residents (continued)</b>						
In the last 6 months, were you satisfied with the way the nursing home staff handled issues or concerns that you brought to their attention?	86%	85%	66%	64%	67%	62%
In the last 6 months, did you ever stop yourself from talking to any nursing home staff about your concerns because you thought they might take it out on the resident?	97%	94%	85%	84%	84%	84%
How often did you help with eating or drinking because the nurses or nursing assistants were not available to help or made him or her wait too long?	88%	97%	85%	84%	85%	84%
<b>Food and Meals</b>						
<b>In the last 6 months, how often was the resident served a variety of food (e.g., fresh vegetables and fruits, lean meats, fish)?</b>	82%	N/A	81%	79%	80%	79%
<b>In the last 6 months, how often was the food served to the resident high quality (i.e., attractive, appetizing, and nutritious)?</b>	71%	N/A	69%	66%	68%	65%
<b>Activities</b>						
<b>In the last 6 months, how often were meaningful activities offered most days of the week?</b>	83%	N/A	77%	72%	75%	74%
<b>In the last 6 months, how often were physical activities (i.e., activities that encourage some movement) offered most days of the week?</b>	74%	N/A	65%	59%	63%	62%

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Questions in **bold** are new additions to the 2018 survey.

**Table 19. 2018 Facility Item Level Scores and Peer Groups for Charlotte Hall Veterans Home (continued)**

	Charlotte Hall Veterans Home 2018	Charlotte Hall Veterans Home 2016	Statewide	Southern Maryland	161+ beds	For-Profit
<b>Autonomy and Resident Rights</b>						
If the resident desires private space for visits such as with clergy or family, how often is private space available?	94%	98%	82%	80%	82%	78%
In the last 6 months, how often did you observe that the resident's or other residents' privacy was protected when the resident was dressing, showering, bathing, or in a public area?	90%	98%	89%	88%	89%	88%
<b>In the last 6 months, how often were the resident's preferences about daily routine carried out (e.g. time and place for meals and time and type of bath)?</b>	87%	N/A	79%	77%	76%	76%
<b>Physical Aspects of the Nursing Home</b>						
<b>In the last six months, how often was the resident's room bright and cheerful?</b>	80%	N/A	74%	73%	74%	70%
In the last 6 months, how often did the public areas of the nursing home look and smell clean?	89%	97%	83%	82%	82%	79%
In the last 6 months, how often did the resident's room look and smell clean?	87%	92%	80%	79%	79%	76%
In the last 6 months, how often was the noise level around the resident's room acceptable to you?	89%	97%	85%	84%	83%	83%

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Questions in **bold** are new additions to the 2018 survey.

**Table 19. 2018 Facility Item Level Scores and Peer Groups for Charlotte Hall Veterans Home (continued)**

	Charlotte Hall Veterans Home 2018	Charlotte Hall Veterans Home 2016	Statewide	Southern Maryland	161+ beds	For-Profit
<b>Security and Resident's Personal Rights</b>						
<b>In the last 6 months, how often was there enough security for the facility (e.g., alarms, security guard, locked doors)?</b>	99%	N/A	89%	86%	88%	86%
<b>In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal items?</b>	74%	N/A	72%	70%	70%	67%
<b>In the last 6 months, how often did the nursing home take sufficient steps to protect the resident's personal safety?</b>	95%	N/A	89%	88%	88%	87%
<b>Satisfaction with Overall Experience</b>						
Using any number from 1 to 10, where 10 is the best care possible and 1 is the worst care possible, what number would you use to rate the care at this nursing home?	89%	97%	77%	75%	76%	72%
If someone needed nursing home care, would you recommend this nursing home to them?	96%	97%	81%	80%	81%	77%

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Questions in **bold** are new additions to the 2018 survey.