



2023 Nursing Home Family Experience of Care Survey Results

STACY HOWES

CHIEF, LONG TERM CARE QUALITY
INITIATIVES

JULIE DEPPE

PROGRAM MANAGER, LONG
TERM CARE QUALITY INITIATIVES



Nursing Home Satisfaction

- ▶ Evidence shows that people do desire data on consumer satisfaction regarding nursing homes (Gadbois, Tyler, & Mor, 2017; GAO, 2016; Hefele et al., 2016).
- ▶ Satisfaction represents a unique dimension of quality for families and residents (Nadash et al., 2019).
 - ▶ Families and residents want to contribute to and benefit from satisfaction surveys
- ▶ Under the provisions of Health-General Article §19-135(d), MHCC is required to develop and implement a system to comparatively evaluate the quality of care and performance of nursing facilities on an objective basis.
- ▶ Only 4 states mandate a satisfaction survey: Overall satisfaction rates
 - ▶ Rhode Island (2016-2022)—Decreasing
 - ▶ Minnesota (2014-2022)—Increasing through 2018. Decreasing beginning in 2019.
 - ▶ Ohio (2018 and 2022)—Decreasing
- ▶ The survey is reliable and valid based on traditional statistical and research criteria. These data are provided at the end of the presentation if you are interested in the details.

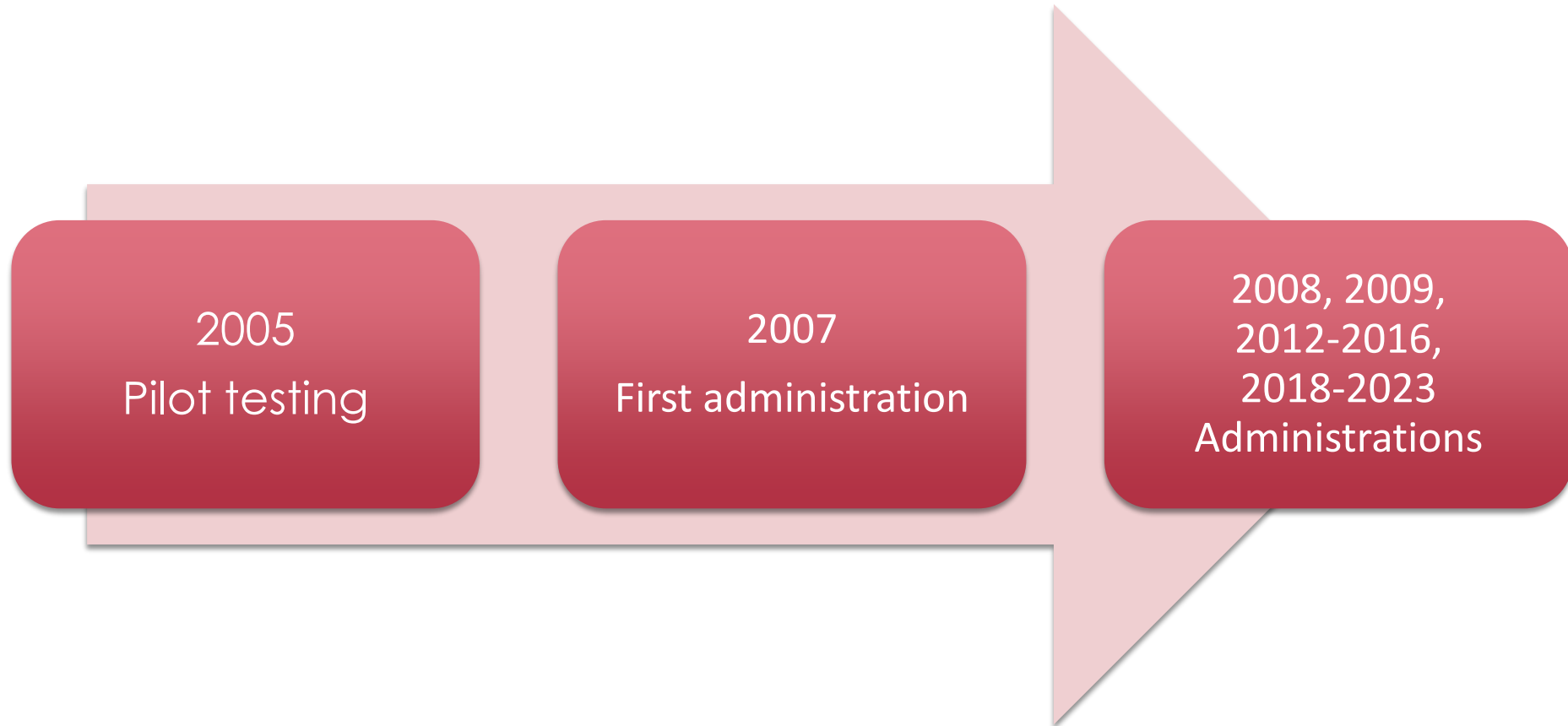


Nursing Home Family Experience of Care Survey

- ▶ Designed to elicit levels of satisfaction with a loved one's care in a Maryland nursing home
 - ▶ Long stay residents only (≥ 100 day stay)
- ▶ Responsible parties (emergency contact) are surveyed
 - ▶ Often is a loved one/family member
 - ▶ Other times it is a friend or neighbor
- ▶ Results are used to evaluate quality of care and performance of Maryland nursing homes
 - ▶ Presented in a consumer-friendly way on the Maryland Quality Reporting site
 - ▶ Scores are one factor in the ...
 - ▶ Maryland Medicaid Pay for Performance Program
 - ▶ MHCC CON reviews



Survey History





Survey History

▶ 2018 Additions

- ▶ 13 questions to address information gaps
- ▶ Offered a Spanish-language option

▶ 2020 Additions

- ▶ Online survey
- ▶ Phone interview survey option
- ▶ 3 COVID questions
- ▶ 1 open-ended question

▶ 2022 Additions

- ▶ Incentive for completing the survey beginning with the 2nd round of survey completion

▶ 2023 Additions/Changes

- ▶ Removed COVID questions
- ▶ Changed methodology
 - ▶ 1st contact: email if available
 - ▶ 2nd contact: letter with online survey
 - ▶ 3rd contact: letter with online survey and paper survey
 - ▶ 4th contact: letter with online survey
 - ▶ 5th contact: phone call
- ▶ Incentive offered upon 1st round of survey completion



2023 Sample and Response Mode

Total Participating Facilities	Total Surveys Mailed	Total Surveys Returned -- All Modes	Response Rate
218	16,539	5,670	39.6%



Mail	Telephone	Online
2,108	1,336	2,226

*Subtract packets returned as undeliverable by the post office (5,670/[16,539-2,222])



Survey Measures

-
- 7 domains
-
- Staff and Administration of the Nursing Home

 - Care Provided to Residents

 - Food and Meals

 - Autonomy and Resident Rights

 - Physical Aspects of the Nursing Home

 - Activities

 - Security and Resident's Personal Rights



Survey Measures

2 Overall Measures

Overall rating of care received at the nursing home

Percentage who said, “Definitely Yes” or “Probably Yes” to “Would you recommend the nursing home?”

1 Open-Ended Measure

What else would you like to share with us about your experiences with this nursing home?



Peer Groups

Region of the State	Licensed Bed Size Counts	Ownership Type	Payment Source
Western Maryland (n=956)	80 or fewer beds (n=632)	Non-Profit (n=1,294)	Medicaid (n=4,335)
Montgomery County (n=850)	81 - 120 beds (n=1,343)	For Profit (n=4,051)	Other (n=1,010)
Southern Maryland (n=872)	121 - 160 beds (n=1,746)		
Central Maryland (n=2,230)	161+ beds (n=1,624)		
Eastern Shore (n=437)			



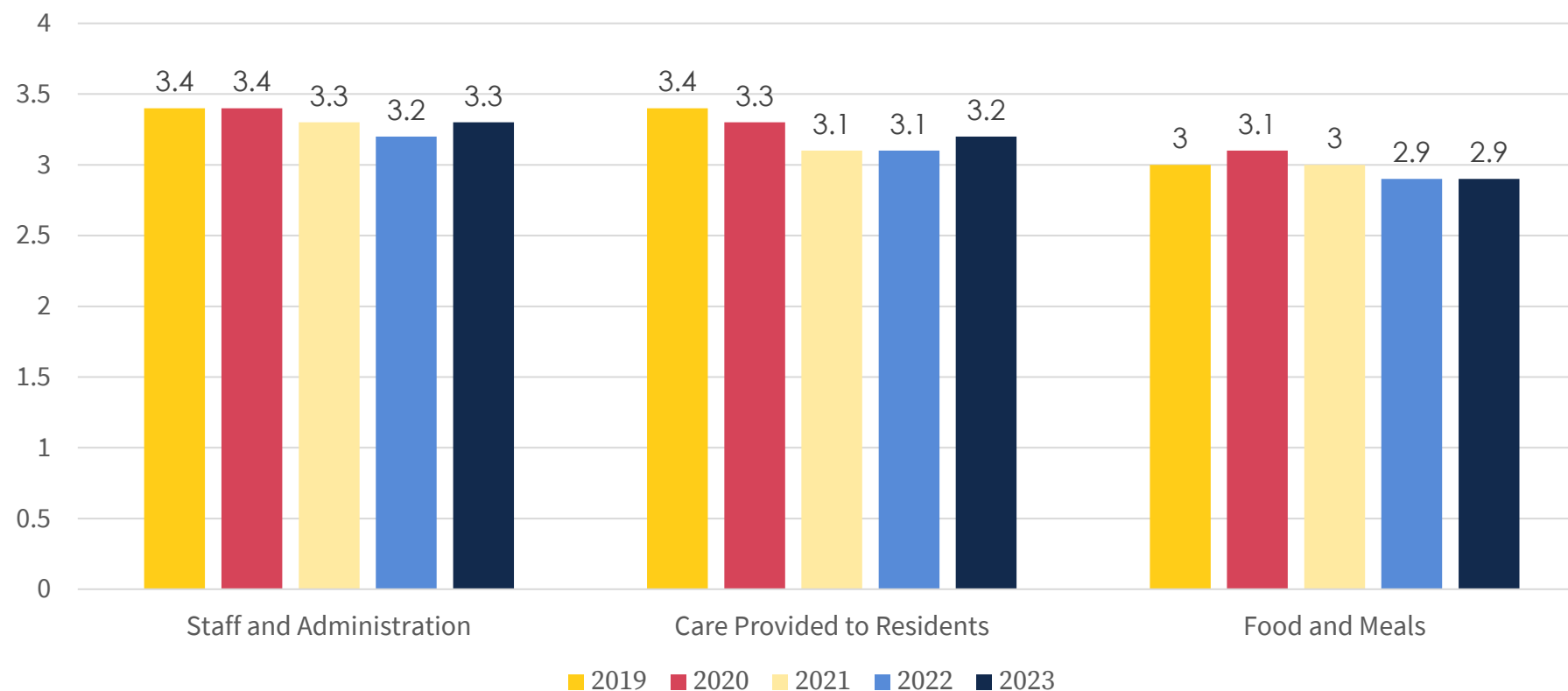
2023 Results by Domain and Two Overall Measures

	Statewide
Staff and Administration of the Nursing Home	3.3
Care Provided to Residents	3.2
Food and Meals	2.9
Autonomy and Resident Rights	3.2
Physical Aspects of the Nursing Home	3.1
Activities	2.8
Security and Resident's Personal Rights	3.2
Overall rating of care received at the nursing home	7.3
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	71%

For the 7 domains, the scale is 1-4. For the overall rating, the scale is 1-10. Higher scores are optimal.



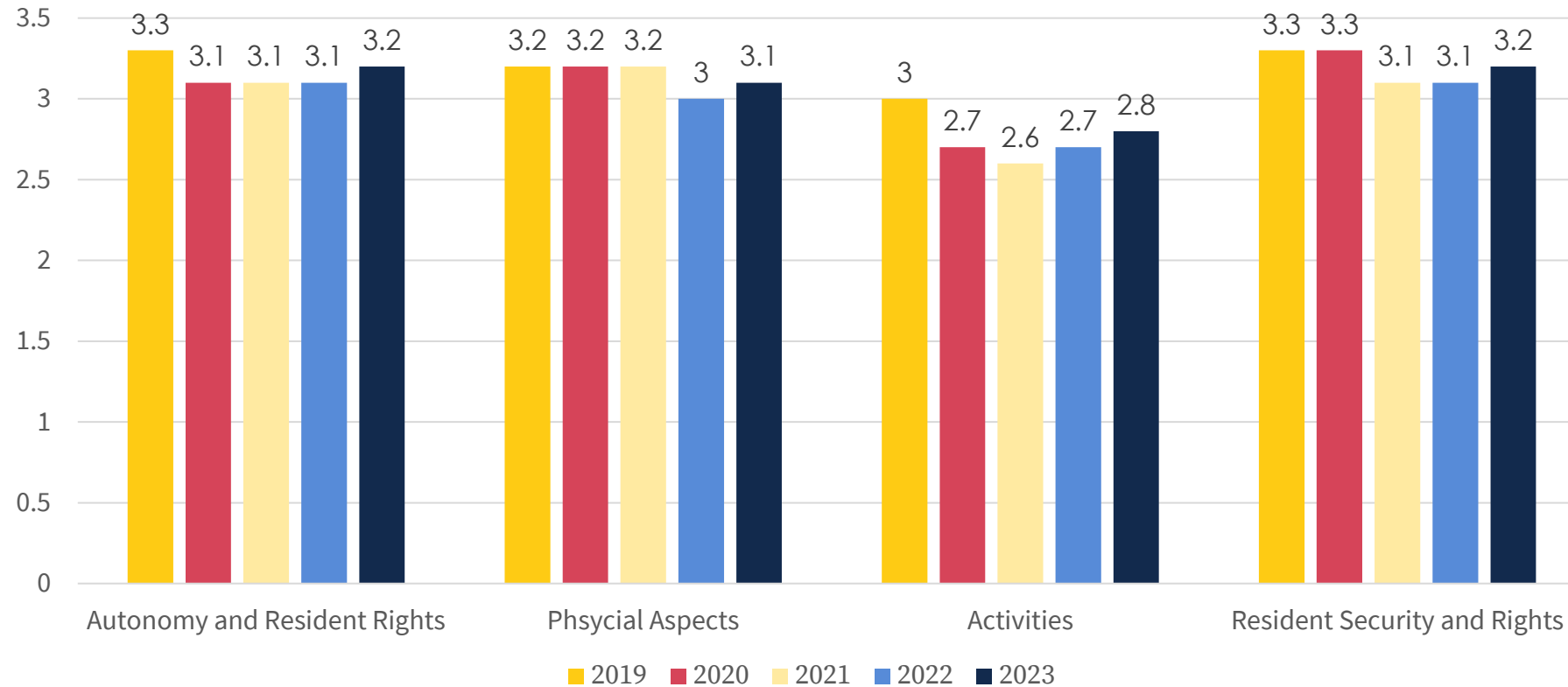
2019-2023 Scoring Trends by Domain



*2023 scores are statistically significantly different from all scores in each domain except the 2021 Staff and Administration score.



2019-2023 Scoring Trends by Domain

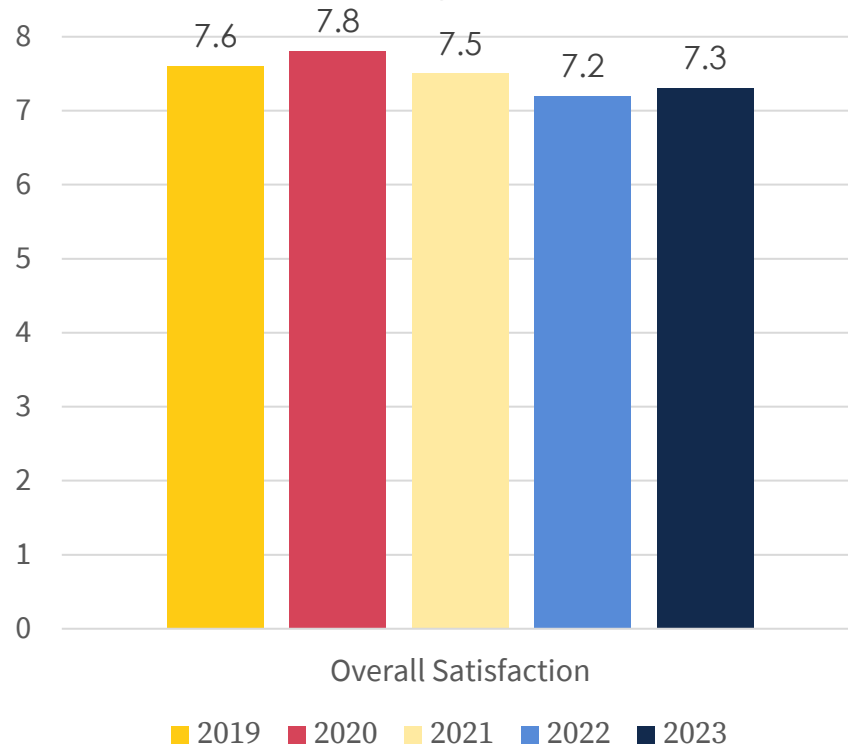


*2023 scores are statistically significantly different from each previous year within each domain.

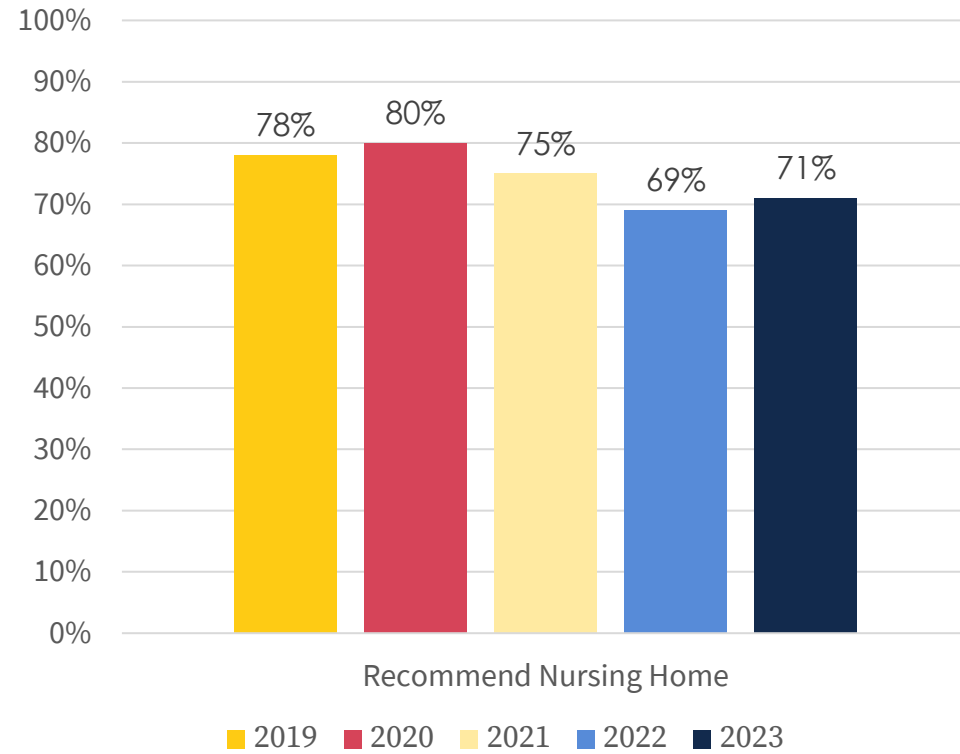
2019-2023 Scoring Trends by Recommendation and Overall Satisfaction



Overall Satisfaction with This Nursing Home



Percent Who Would Recommend This Nursing Home



*2023 is statistically significantly different from all previous years.



2023 Peer Group Comparisons

For all 7 domains, Overall Rating, and % Recommendation:

State score was significantly **LOWER** than

- Western Maryland*
- Homes with ≤ 80 beds*
- Not-for-profit homes*
- Payment source: Other#

State score was significantly **HIGHER** than

- Southern Maryland^
- Homes with 121-160 beds^
- For-profit homes*

*Same results 2018-2023

^Same results 2019-2023

#New finding in 2023

2023 Open Ended Question



	%
Nursing Home Unprepared to Handle COVID, Poor Safety Protocols	15%
High Staff Turnover, Understaffed	14%
Overall Satisfied, Would Recommend	14%
Unhappy with COVID Visitation Policy	11%
Nursing Home Ownership Changes, Management Changes	11%
Poor Phone System, No One Answers Phone	9%
Resident is Satisfied with Staff, Nursing Home	7%
Staff Does Not Listen to Resident/Family, Ignores Needs and Requests	7%
Staff is Caring, Friendly, Compassionate	6%
Nursing Home Does Not Keep Family Informed, Poor Communication	6%
Missing Clothes, Residents Share Clothing	6%
Resident Receives Great Care, Taken Care of During COVID (Even if Infected)	5%

2,808 respondents replied to this question.



Health Disparities

- ▶ Are there differences in satisfaction by race, payment source, or ownership type?
 - ▶ Whites (7.8) were significantly more satisfied than non-whites (6.9).
 - ▶ Those in not-for-profit homes (8.4) were significantly more satisfied than those in for-profit homes (7.1).
 - ▶ No differences in satisfaction levels between those paying with Medicaid versus private insurance

Multivariate analyses. In addition to race, payment source, ownership type, covariates included number of residents in the nursing home, relationship to the resident, length of time in the nursing home, memory problems, gender, age, education of the respondent, region, and whether the facility was part of a chain.



Conclusions

- ▶ There was a decline in satisfaction with a brief stabilization in 2020, followed by an increase or stabilization in 2023.
 - ▶ Write-in comments have been consistently a mix of positive and negative
- ▶ All results are in the “good” or “very good” range which is an improvement from last year
- ▶ We will continue to share results with community and nursing homes to encourage improvement



Additional Center Activities

Outreach

- Industry
 - Department of Aging
 - Data shared with nursing homes
- Community
 - Data shared on our website
 - Spanish version of survey
 - Online version of survey

Integrating data sources

- Inform our understanding of data patterns
- Identify areas of potential improvement

Increasing awareness

- Social Media
 - Twitter @MHCCMD
 - Facebook @MHCC.MD
 - LinkedIn @Maryland Health Care Commission
 - NextDoor @ Maryland Department of Health
- Print, TV, and digital ads
- Printed materials
- Educational webinars
- Presence at events/expos



Thank you

- ▶ Thank you to Julie Deppe for her tireless work on every aspect of this project since its inception.
- ▶ Thank you to Market Decisions for all their work as the contractor on this survey.



Appendix

RELIABILITY AND VALIDITY OF
THE NURSING HOME FAMILY
EXPERIENCE OF CARE SURVEY



Nursing Home Satisfaction

- ▶ Nursing Home Consumer Assessment of Healthcare Providers (NHCAHPS) is
 - ▶ Standardized
 - ▶ Created and tested by experts
 - ▶ Tested by family members of people in nursing homes
 - ▶ Tested nationally
 - ▶ NOT mandated for use in the nursing home industry
- ▶ Maryland participated in the pilot to test NHCAHPS in the mid-2000s.
- ▶ Survey questions used in the 2005 pilot Family Experience of Care Survey were under consideration for the NHCAHPS.
- ▶ The survey is reliable and valid based on traditional statistical and research criteria.



2023 Evidence of Survey Reliability and Representativeness

- ▶ Reliability
 - ▶ The survey has been administered since 2007 and has generated similar results ever since with expected and consistent changes over time.
- ▶ Representativeness
 - ▶ Large sample sizes. In 2023, the sample size was 5,670.
 - ▶ All families are invited to participate. Sampling is not used.
 - ▶ We have increased our response rate, and it is still in the “good” range.
 - ▶ We offer options for survey completion to remain equitable (telephone, paper, and online).
 - ▶ The survey is also available in Spanish.
 - ▶ Respondents are 49% white, 33% Black/African-American
 - ▶ Maryland is 59% white and 31% Black/African-American
 - ▶ Respondents are 2% Hispanic
 - ▶ Maryland is 10% Hispanic



2023 Evidence of Internal Consistency Reliability*

	Cronbach's Alpha	Correlation with Overall Satisfaction[^]
Staff and Administration	0.90	0.82
Care Provided to Residents	0.79	0.77
Food and Meals	0.85	0.63
Activities	0.85	0.56
Autonomy and Resident Rights	0.76	0.67
Physical Aspects of the Nursing Home	0.84	0.73
Security and Resident's Personal Rights	0.79	0.71

*Internal Consistency Reliability-The instrument is consistent among the items and is measuring a single construct.

[^]Statistically significant at $p < .01$.