

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 9,000 nursing facility residents, 5,300 residents’ family members or others responsible and 16,200 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 September 28 – October 4, 2016 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.

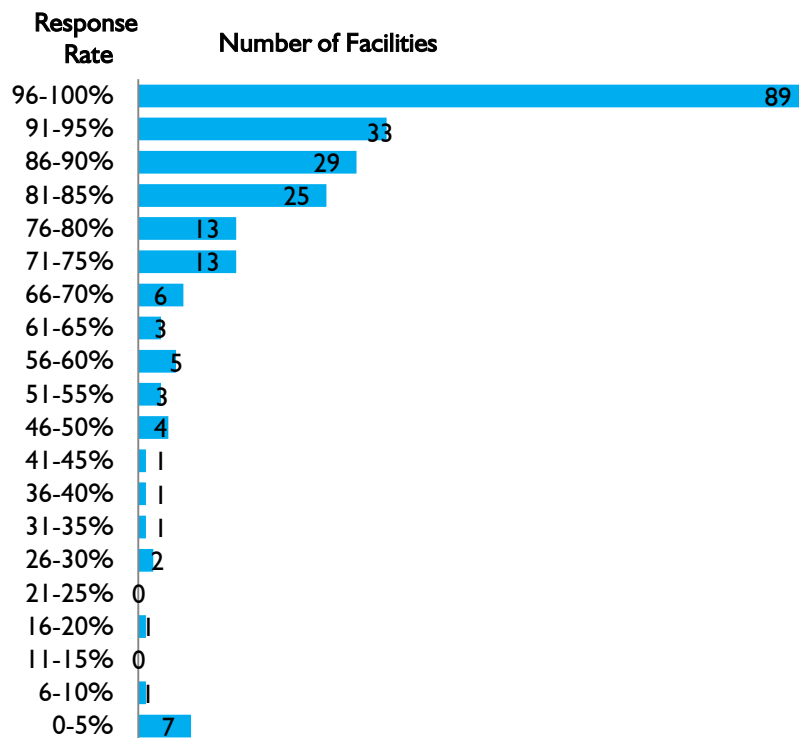
RESIDENT SATISFACTION SURVEY RESULT



RESIDENT SURVEY RESPONSE RATE

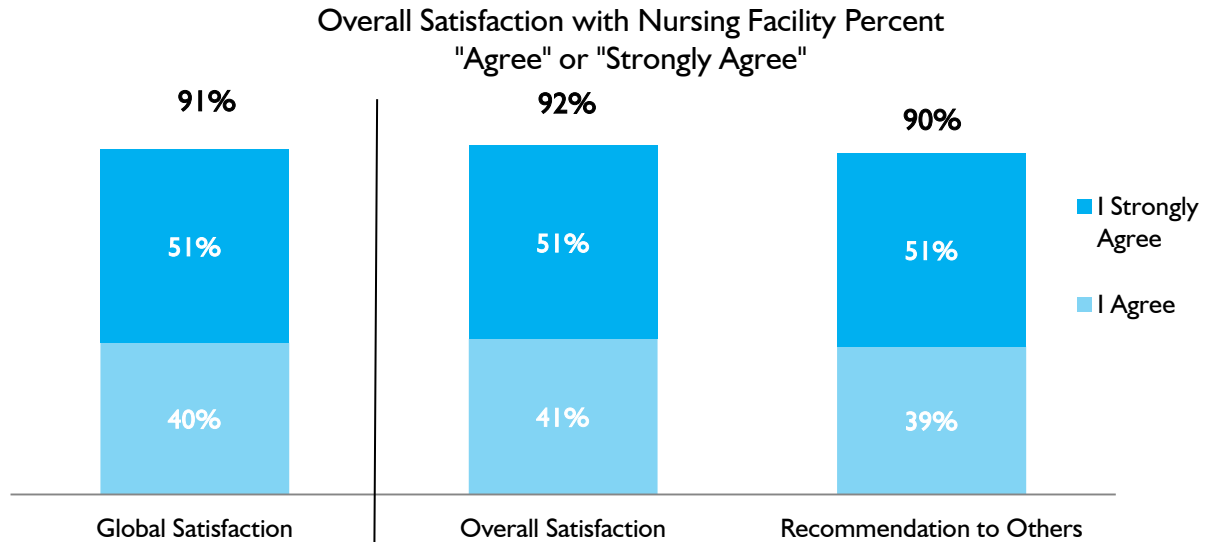
Response Rates by Survey Time Period

Participation	Survey Time Period							
	Fall 2016	Fall 2015	Fall 2014	Fall 2013	Fall 2012	Spring 2011	Fall 2010	Spring 2010
Resident Response Rate	84%	81%	81%	83%	82%	75%	79%	79%
Number of Participating Facilities	236	253	236	255	263	285	270	270
Number of Resident Surveys Received	7,588	7,476	6,719	7,416	7,174	7,209	7,170	7,341



RESIDENT SATISFACTION

Global Satisfaction



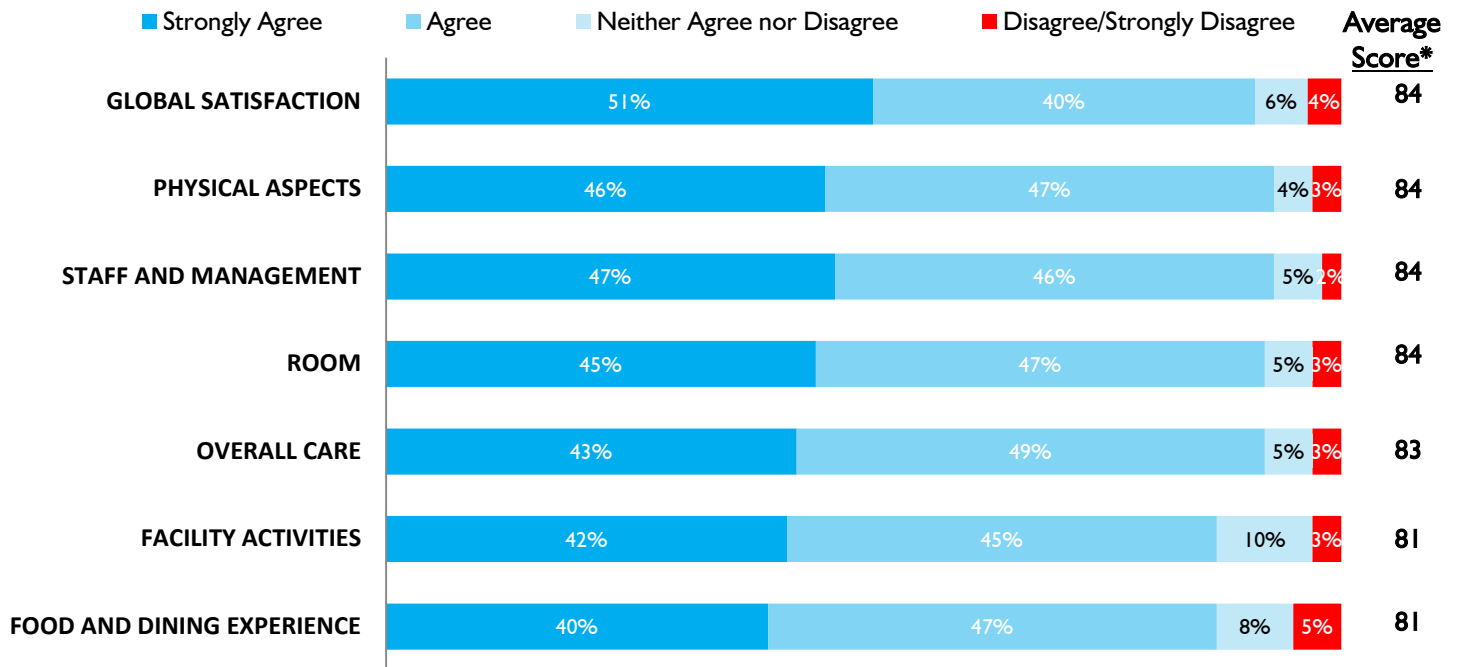
NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

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

RESIDENT SATISFACTION

Global Satisfaction and Ratings by Domain

Resident Overall Satisfaction by Domain Ranked by Average Score



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

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

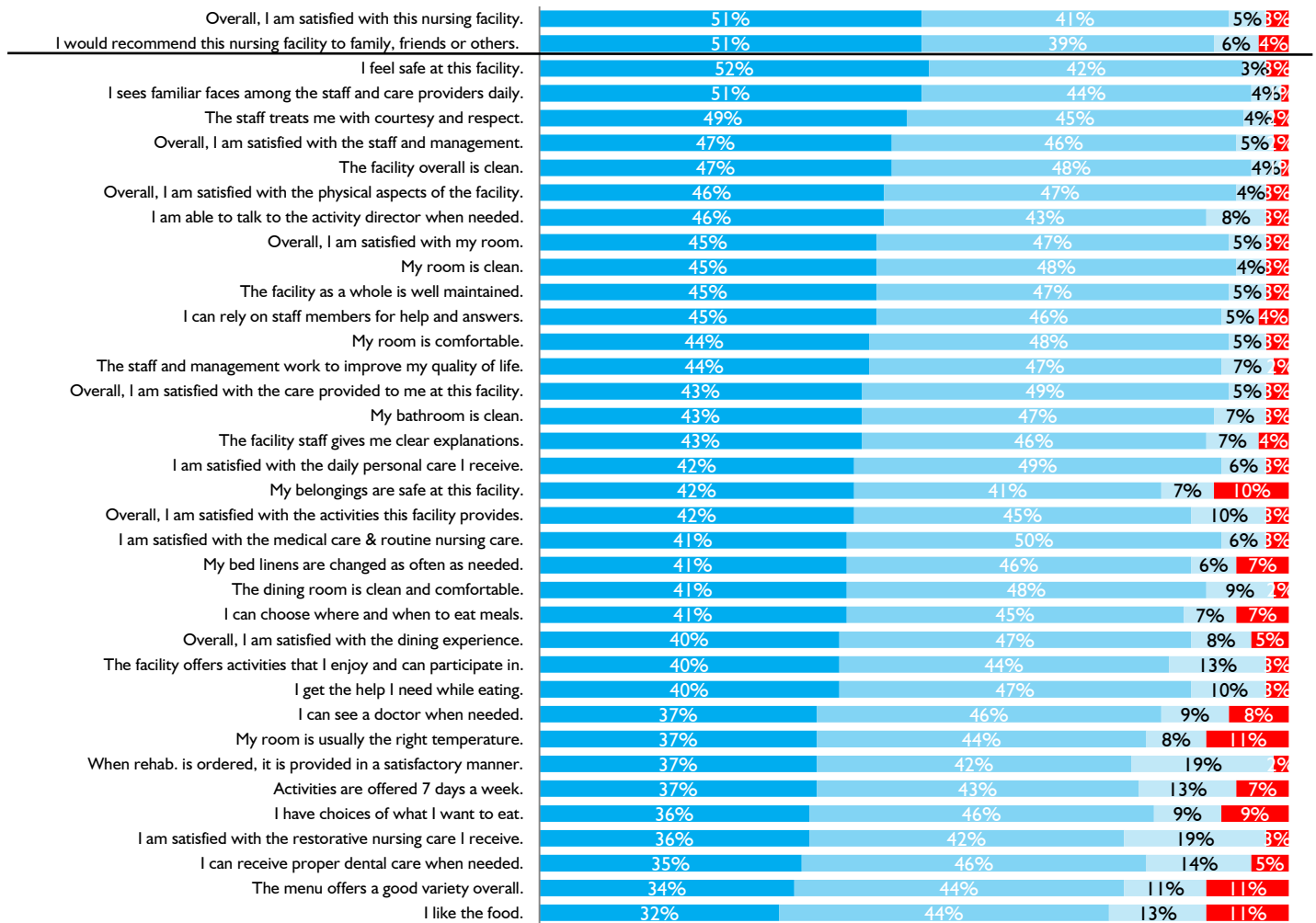
Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the following statement: overall, I am satisfied with [the physical aspects], [the staff and management], [my room], [the care], [activities], [my dining experience] at this facility.

RESIDENT SATISFACTION

Items Ranked by Percent Who “Strongly Agree”

Resident Satisfaction Items Ranked by Percent "Strongly Agree"

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



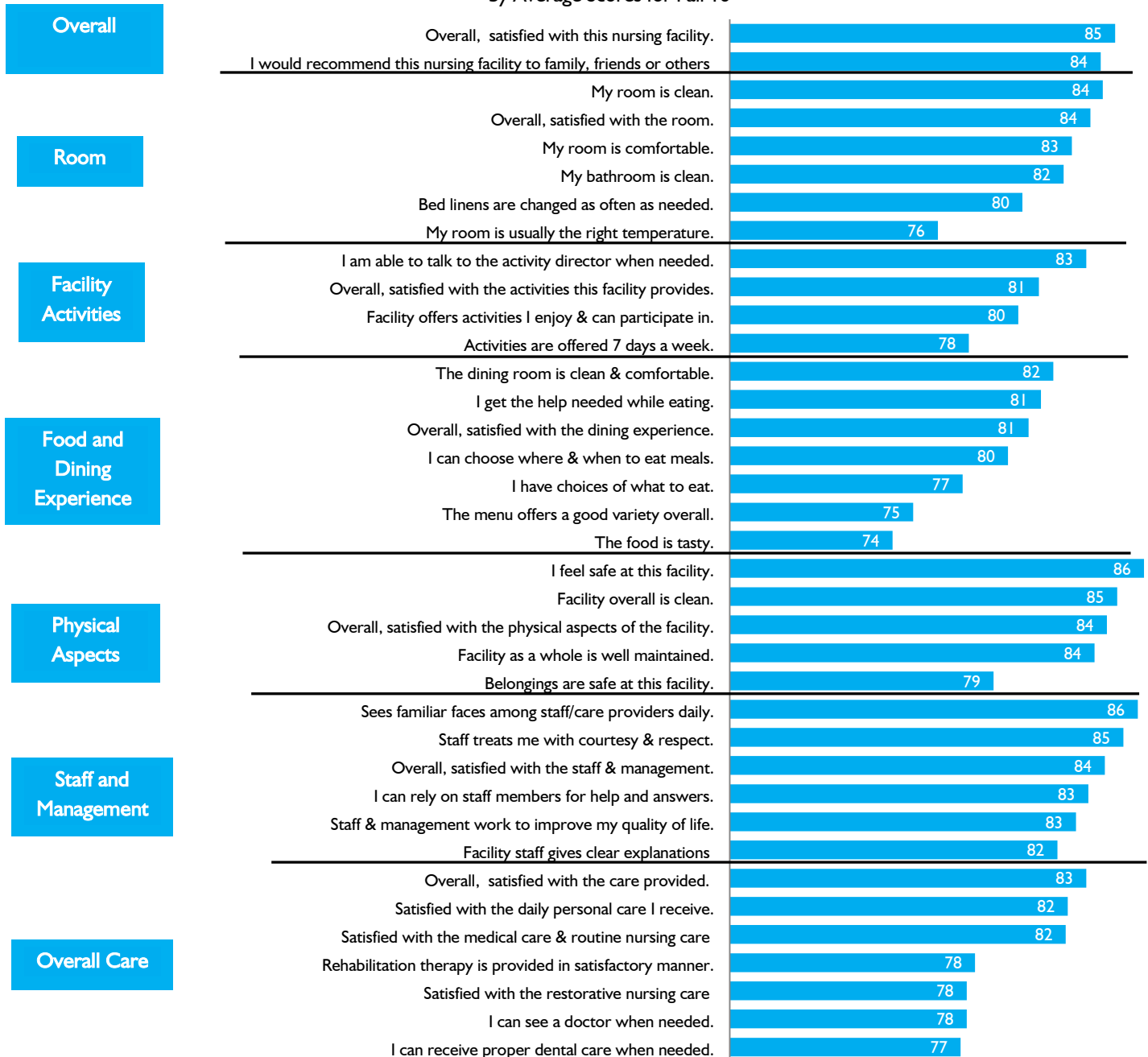
Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement:



RESIDENT SATISFACTION

Items Ranked Within Domain by Average Score

Resident Satisfaction Items Ranked Within Domain
by Average Scores for Fall 16



RESIDENT SATISFACTION

Items Ranked Within Domain by Average Scores

		AVERAGE SCORES
OVERALL	Overall, satisfied with this nursing facility.	85
	I would recommend this nursing facility to family, friends or others	84
ROOM	My room is clean.	84
	Overall, satisfied with the room.	84
	My room is comfortable.	83
	My bathroom is clean.	82
	Bed linens are changed as often as needed.	80
	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.	78
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.	79
	Sees familiar faces among staff/care providers daily.	86
	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.	83
OVERALL CARE	Facility staff gives clear explanations	82
	Overall, satisfied with the care provided.	83
	Satisfied with the daily personal care I receive.	82
	Satisfied with the medical care & routine nursing care	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.	77	

RESIDENT SATISFACTION

Average Scores (2014 vs. 2015 vs. 2016)

		2014 Average Score (A)	2015 Average Score (B)	2016 Average Score (C)
OVERALL	I would recommend this nursing facility to family, friends or others	84	83	84
	Overall, satisfied with this nursing facility.	85	84	85
ROOM	My room is clean.	84	83	84
	Overall, satisfied with the room.	84	83	84
	My room is comfortable.	82	82	83
	My bathroom is clean.	82	81	82
	Bed linens are changed as often as needed.	81	79	80 (B)
	My room is usually the right temperature.	76	75	76 (B)
FACILITY ACTIVITIES	I am able to talk to the activity director when needed.	83	82	83 (B)
	Overall, satisfied with the activities this facility provides.	81	80	81 (B)
	Facility offers activities I enjoy & can participate in.	80	78	80 (B)
	Activities are offered 7 days a week.	76	75	78 (AB)
FOOD AND DINING EXPERIENCE	The dining room is clean & comfortable.	82	80	82 (B)
	I get the help needed while eating.	81	80	81 (B)
	Overall, satisfied with the dining experience.	81	80	81
	I can choose where & when to eat meals.	80	79	80
	I have choices of what to eat.	77	75	77 (B)
	The menu offers a good variety overall.	75	73	75 (B)
	The food is tasty.	74	73	74
PHYSICAL ASPECTS	I feel safe at this facility.	86	85	86
	Facility overall is clean.	85	84	85
	Overall, satisfied with the physical aspects of the facility.	84	83	84
	Facility as a whole is well maintained.	84	82	84
	Belongings are safe at this facility.	78	77	79 (B)
STAFF AND MANAGEMENT	Sees familiar faces among staff/care providers daily.	85	84	86
	Staff treats me with courtesy & respect.	85	84	85 (B)
	Overall, satisfied with the staff & management.	84	83	84
	I can rely on staff members for help and answers.	83	82	83 (B)
	Staff & management work to improve my quality of life.	82	81	83 (B)
	Facility staff gives clear explanations	82	80	82 (B)
OVERALL CARE	Overall, satisfied with the care provided.	83	82	83
	Satisfied with the daily personal care I receive.	82	81	82
	Satisfied with the medical care & routine nursing care	82	81	82
	Rehabilitation therapy is provided in satisfactory manner.	78	77	78
	I can see a doctor when needed.	78	77	78
	Satisfied with the restorative nursing care	78	76	78
	I can receive proper dental care when needed.	76	75	77 (B)



= Significantly higher than other years at 95% Confidence Level

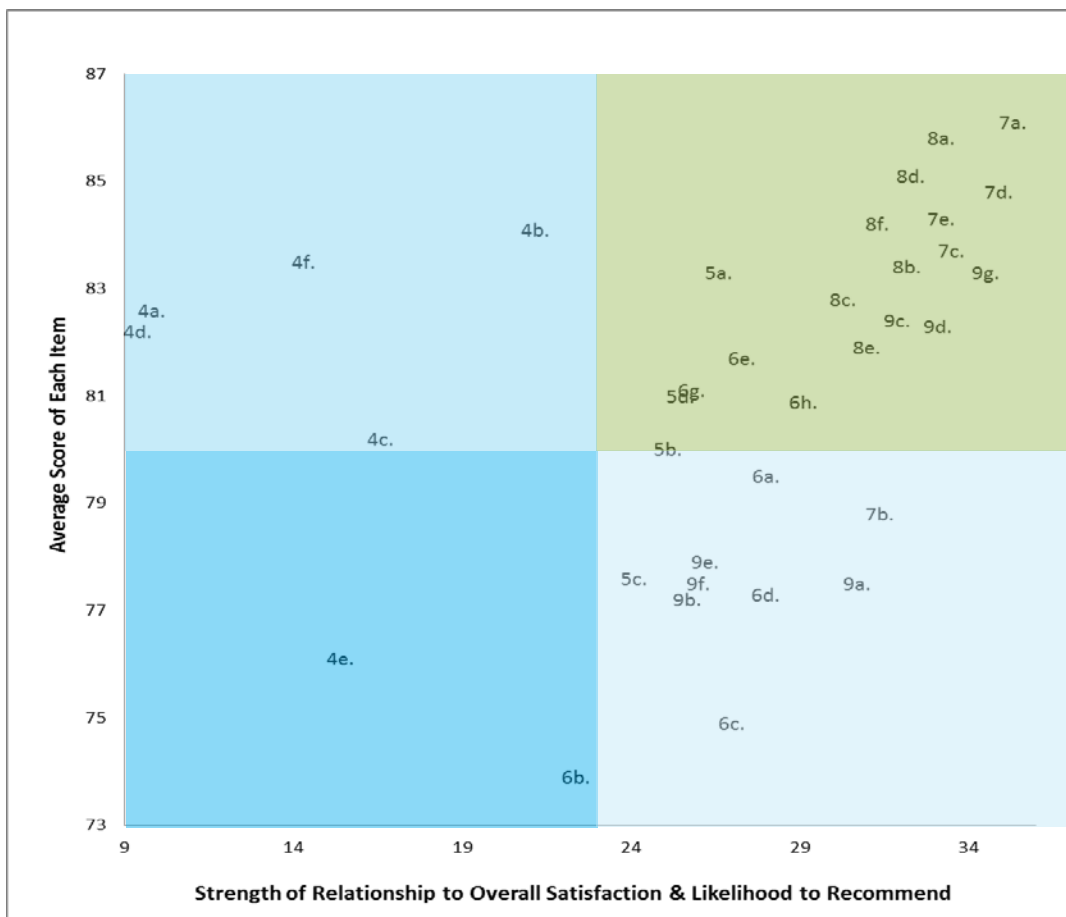
RESIDENT SATISFACTION

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.

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.
- 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.
- 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”

- 4e. Resident's room is usually the right temperature.
- 6b. The resident likes the food.

AREAS OF PRIMARY CONCERN

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

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



RESIDENT SATISFACTION

Demographics and Background Information

RESIDENTS				
Gender of resident		Age of resident		72%
Male	30%	Under 45	2%	
Female	57%	45 - 54	5%	
		55 - 64	16%	
		65 - 74	24%	
		75 - 84	26%	
		85 - 94	22%	
		95 or over	4%	

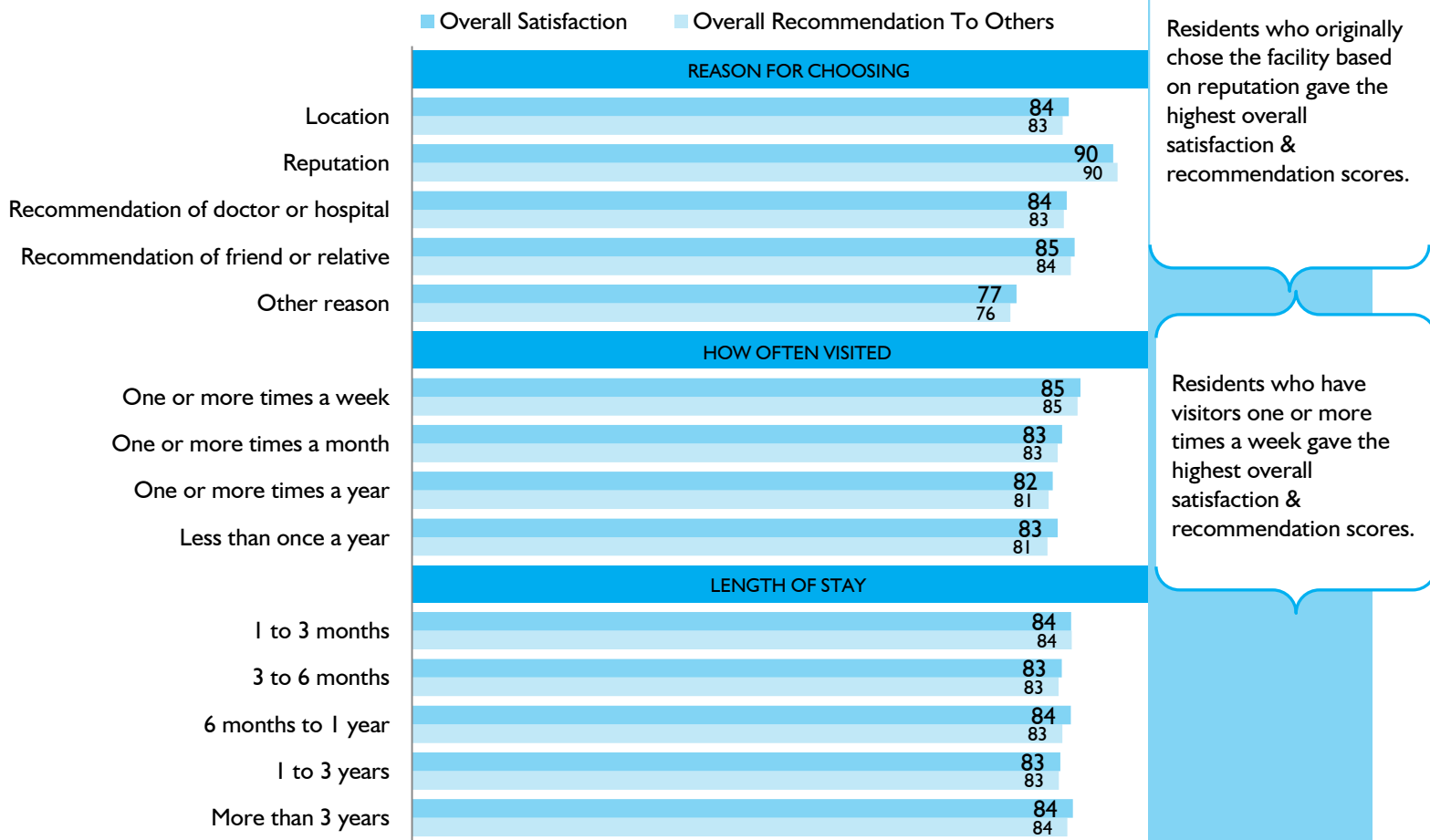
FACILITY CHOICE				
Reason for choosing		Length of stay		65%
Location	25%	Less than 1 month	2%	
Reputation	11%	1 to 3 months	6%	
Recommendation of doctor or hospital	24%	3 to 6 months	9%	
Recommendation of friend or relative	23%	6 months to 1 year	16%	
Other reason	14%	1 to 3 years	36%	
		More than 3 years	29%	

VISITORS				
Person visiting most		How often visited		76%
Spouse	8%	One or more times a week	48%	
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	18%	Less than once a year	6%	
Friend	13%			

Assistance with survey	
Without assistance	46%
Family member	4%
Staff member	45%
A friend	1%
Another resident	0%
Other	2%

RESIDENT SATISFACTION

Demographic Differens 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

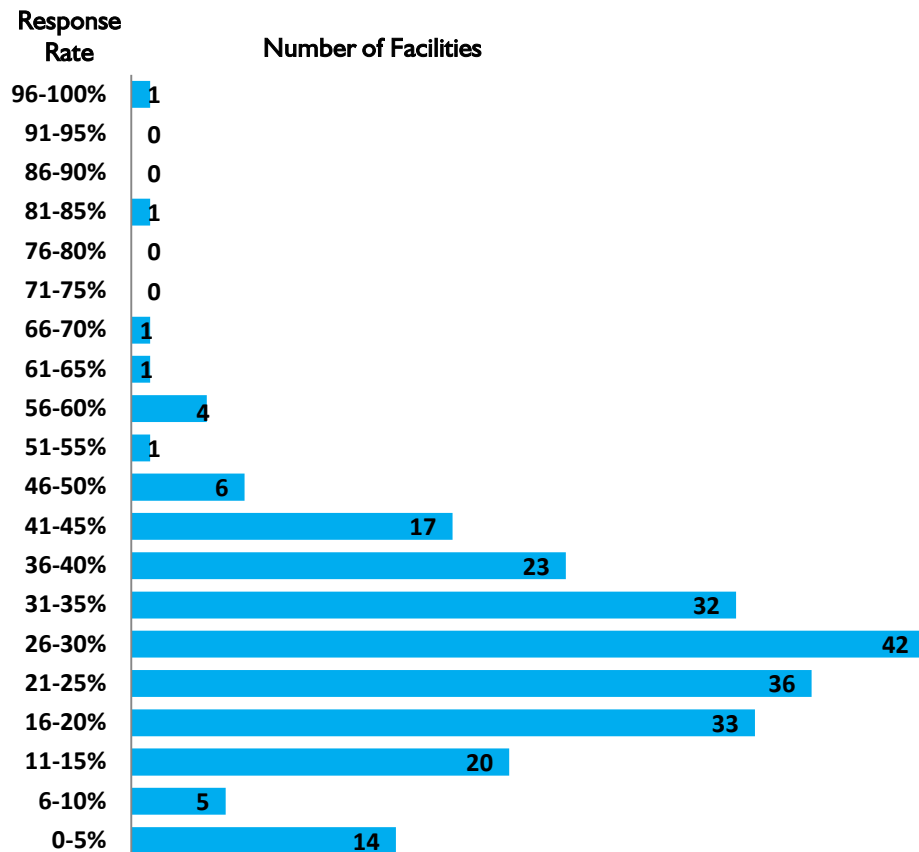
1a. What is the most important reason why you or your family selected this facility?
1b. How long have you lived in this nursing facility?
1c. Who visits you most often?
1d. How often does this person visit you?
2. What is your age?
3. What is your gender?
4a. My room is comfortable.
4b. My room is clean.
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

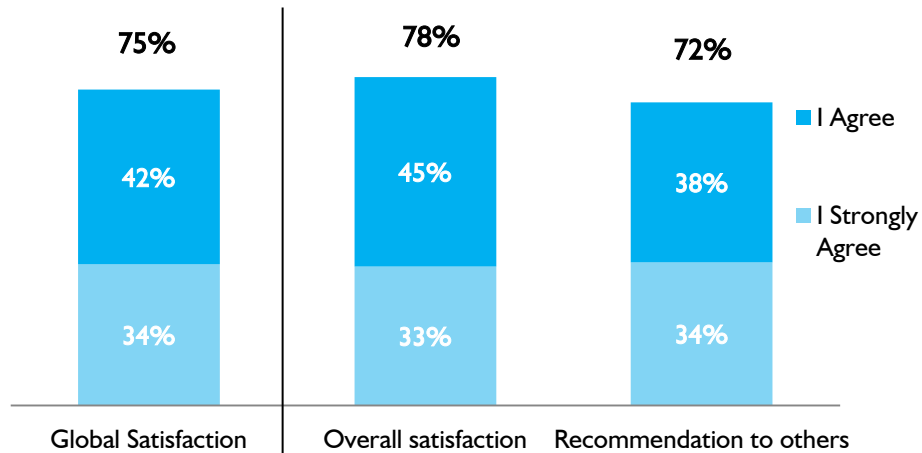
Participation	Survey Time Period							
	Fall 2016	Fall 2015	Fall 2014	Fall 2013	Fall 2012	Spring 2011	Fall 2010	Spring 2010
Family Member Response Rate	28%	31%	30%	33%	35%	37%	42%	43%
Number of Participating Facilities	233	255	234	256	263	287	278	280
Number of Family Member Surveys Received	1,506	1,889	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"



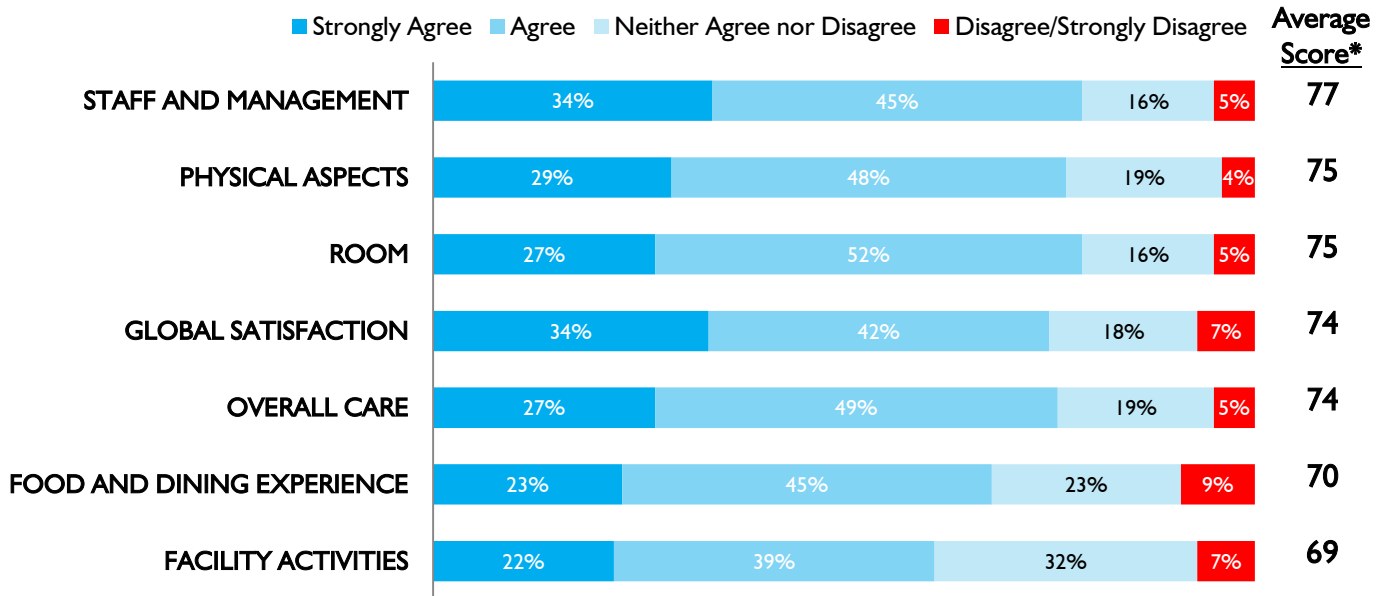
NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

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

Family Members Satisfaction Items Ranked by Average Score



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

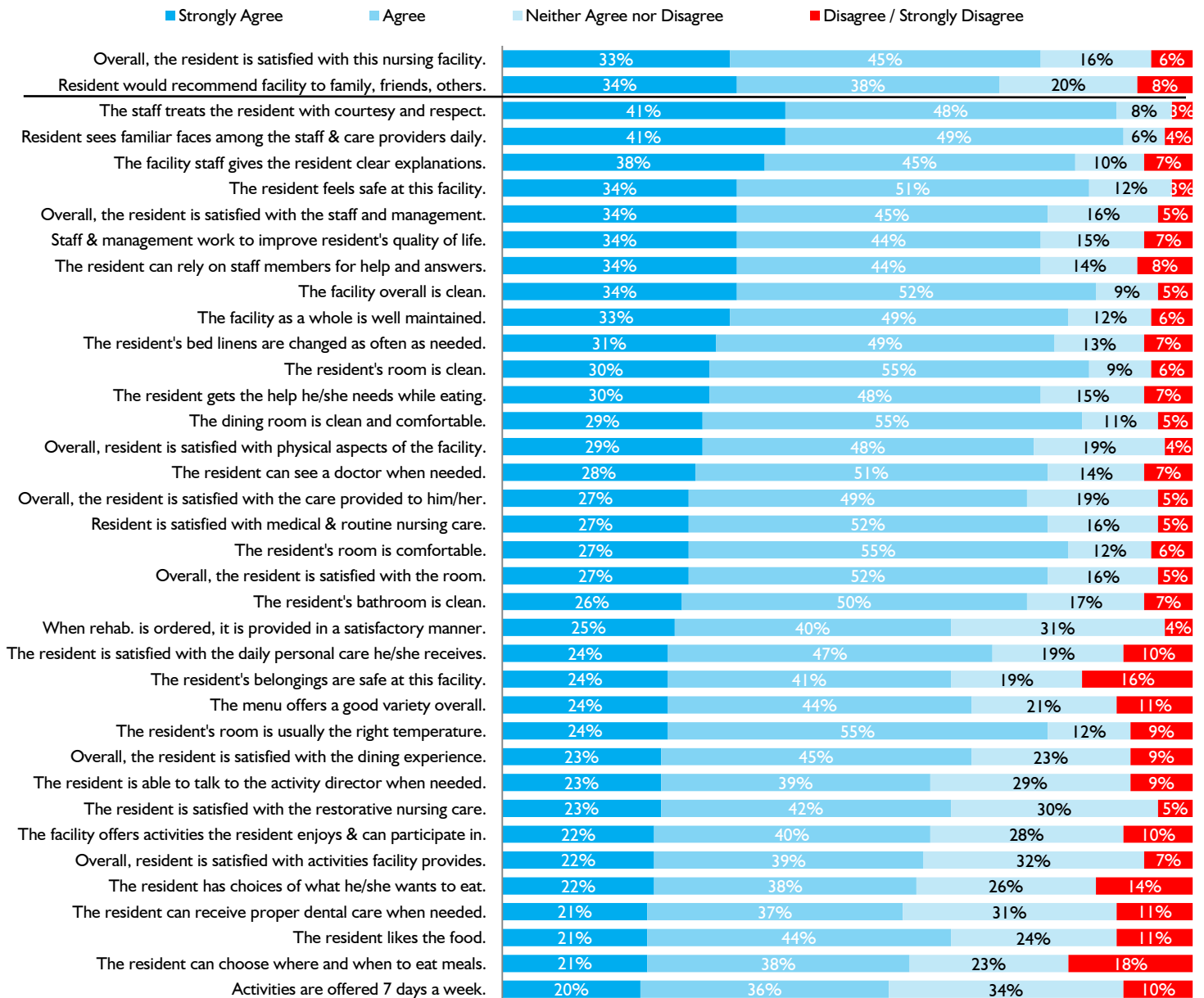
NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

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

FAMILY MEMBER SATISFACTION

Items Ranked by Percent Who “Strongly Agree”

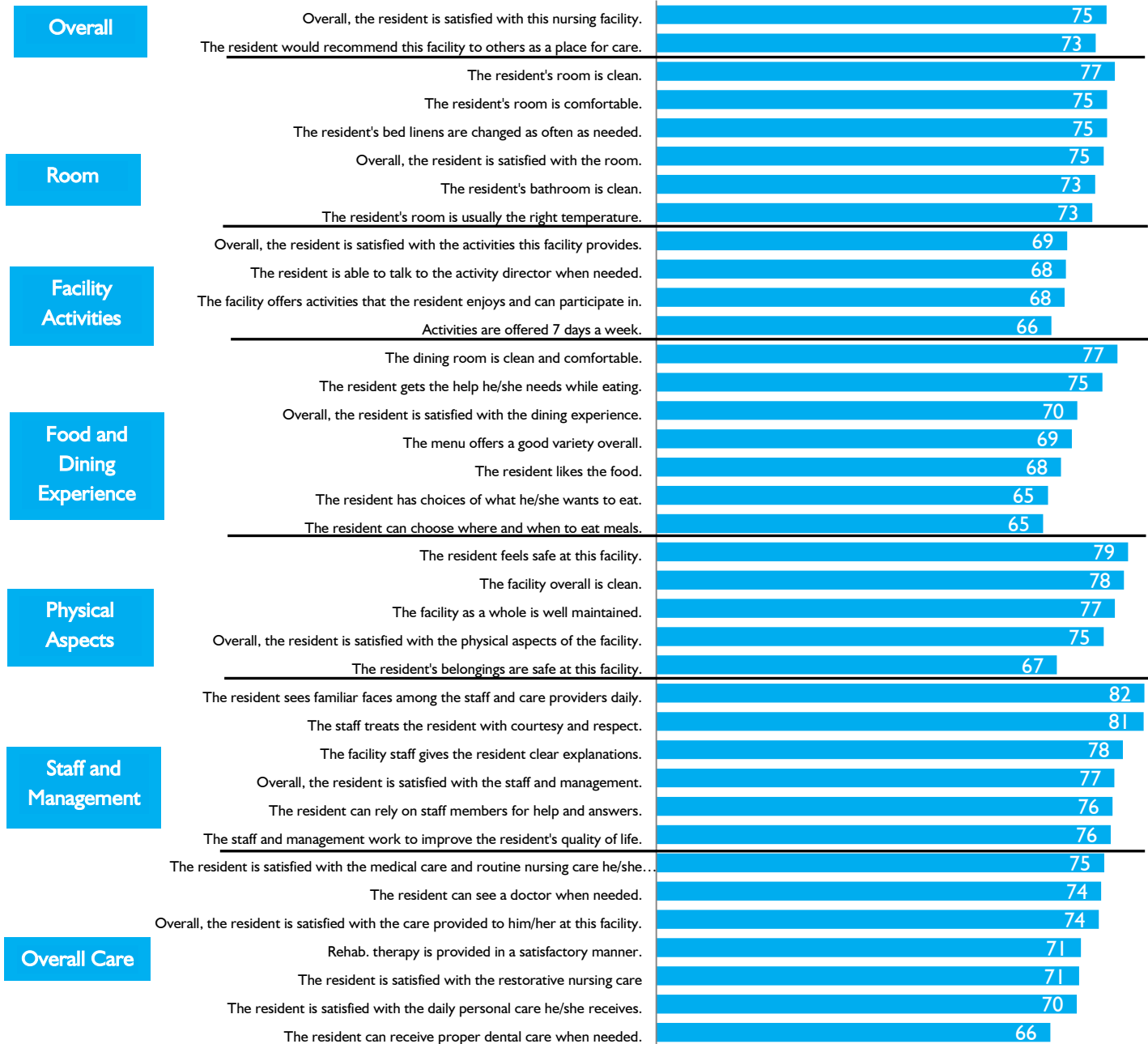
Family Members Satisfaction Items Ranked by Percent "Strongly Agree"



FAMILY MEMBER SATISFACTION

Items Ranked Within Domain by Average Scores

Family Members Satisfaction Items Ranked Within Domain by Average Scores



FAMILY MEMBER SATISFACTION

Items Ranked Within Domain by Average Scores

		AVERAGE SCORES
OVER-ALL	Overall, the resident is satisfied with this nursing facility.	75
	The resident would recommend this facility to others as a place for care.	73
ROOM	The resident's room is clean.	77
	Overall, the resident is satisfied with the room.	75
	The resident's room is comfortable.	75
	The resident's bed linens are changed as often as needed.	75
	The resident's bathroom is clean.	73
	The resident's room is usually the right temperature.	73
FACILITY ACTIVITIES	The facility offers activities that the resident enjoys and can participate in.	68
	Overall, the resident is satisfied with the activities this facility provides.	69
	The resident is able to talk to the activity director when needed.	68
	Activities are offered 7 days a week.	66
FOOD AND DINING EXPERIENCE	The dining room is clean and comfortable.	77
	The resident gets the help he/she needs while eating.	75
	Overall, the resident is satisfied with the dining experience.	70
	The menu offers a good variety overall.	69
	The resident likes the food.	68
	The resident has choices of what he/she wants to eat.	65
PHYSICAL ASPECTS	The resident can choose where and when to eat meals.	65
	The resident feels safe at this facility.	79
	The facility overall is clean.	78
	The facility as a whole is well maintained.	77
	Overall, the resident is satisfied with the physical aspects of the facility.	75
STAFF AND MANAGEMENT	The resident's belongings are safe at this facility.	67
	The resident sees familiar faces among the staff and care providers daily.	82
	The staff treats the resident with courtesy and respect.	81
	The facility staff gives the resident clear explanations.	78
	Overall, the resident is satisfied with the staff and management.	77
	The resident can rely on staff members for help and answers.	76
OVERALL CARE	The staff and management work to improve the resident's quality of life.	76
	The resident is satisfied with the medical care and routine nursing care he/she receives.	75
	The resident can see a doctor when needed.	74
	Overall, the resident is satisfied with the care provided to him/her at this facility.	74
	The resident is satisfied with the restorative nursing care	71
	Rehab. therapy is provided in a satisfactory manner.	71
The resident is satisfied with the daily personal care he/she receives.	70	
The resident can receive proper dental care when needed.	66	

FAMILY MEMBER SATISFACTION

Average Scores (2014 vs. 2015 vs. 2016)

		2014 Average Score (A)	2015 Average Score (B)	2016 Average Score (C)
OVERALL	Overall, the resident is satisfied with this nursing facility.	74	74	75
	The resident would recommend this facility to others as a place for care.	73	73	73
ROOM	The resident's room is usually the right temperature.	72	72	73
	The resident's bathroom is clean.	72	72	73
	Overall, the resident is satisfied with the room.	74	75	75
	The resident's room is comfortable.	74	74	75
	The resident's bed linens are changed as often as needed.	75	74	75 (B)
	The resident's room is clean.	75	76	77
FACILITY ACTIVITIES	Activities are offered 7 days a week.	66	66	66
	Overall, the resident is satisfied with the activities this facility provides.	68	68	69
	The resident is able to talk to the activity director when needed.	67	68	68
	The facility offers activities that the resident enjoys and can participate in.	68	69	68
FOOD AND DINING EXPERIENCE	The dining room is clean and comfortable.	77	76	77
	The resident gets the help he/she needs while eating.	74	73	75
	Overall, the resident is satisfied with the dining experience.	70	70	70
	The menu offers a good variety overall.	69	69	69
	The resident likes the food.	67	67	68
	The resident has choices of what he/she wants to eat.	65	65	65
PHYSICAL ASPECTS	The resident can choose where and when to eat meals.	64	64	65
	The resident feels safe at this facility.	79	79	79
	The facility overall is clean.	77	77	78
	The facility as a whole is well maintained.	76	75	77 (B)
	Overall, the resident is satisfied with the physical aspects of the facility.	75	75	75
STAFF AND MANAGEMENT	The resident's belongings are safe at this facility.	66	66	67
	The resident sees familiar faces among the staff and care providers daily.	81	81	82
	The staff treats the resident with courtesy and respect.	80	80	81
	The facility staff gives the resident clear explanations.	77	76	78 (B)
	Overall, the resident is satisfied with the staff and management.	76	75	77
	The resident can rely on staff members for help and answers.	75	75	76
OVERALL CARE	The staff and management work to improve the resident's quality of life.	75	75	76
	The resident is satisfied with the medical care and routine nursing care he/she receives.	73	74	75 (A)
	The resident can see a doctor when needed.	74	73	74
	Overall, the resident is satisfied with the care provided to him/her at this facility.	73	73	74
	Rehab. therapy is provided in a satisfactory manner.	70	69	71 (B)
	The resident is satisfied with the daily personal care he/she receives.	69	69	70
	The resident is satisfied with the restorative nursing care	70	70	71
The resident can receive proper dental care when needed.	64	65	66 (A)	



= Significantly higher than other years at 95% Confidence Level

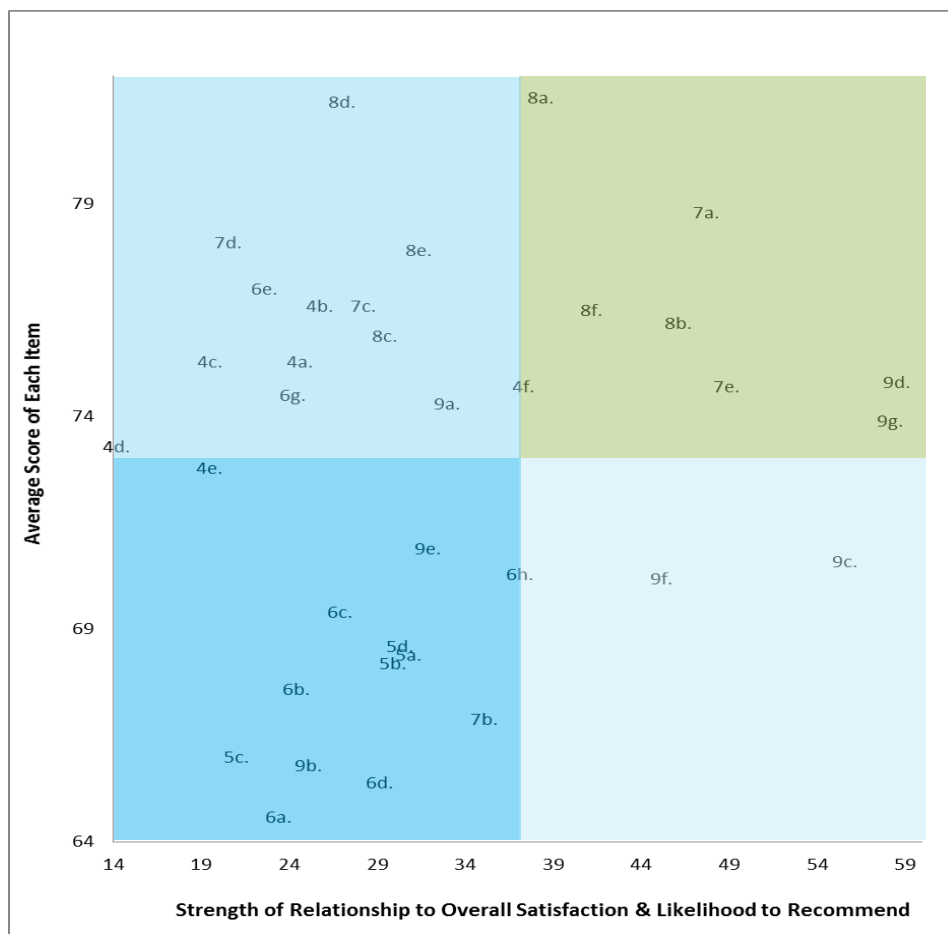
FAMILY MEMBER SATISFACTION

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.
- 4d. The resident's bathroom is clean
- 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.
- 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”

- 4f. Overall, the resident is satisfied with the room.
- 7a. The resident feels safe at this facility.
- 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.
- 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”

- 4e. The resident's room is usually the right temperature.
- 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.
- 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.
- 7b. The resident's belongings are safe at this facility.
- 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”

- 6h. Overall, the resident is satisfied with the dining experience.
- 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

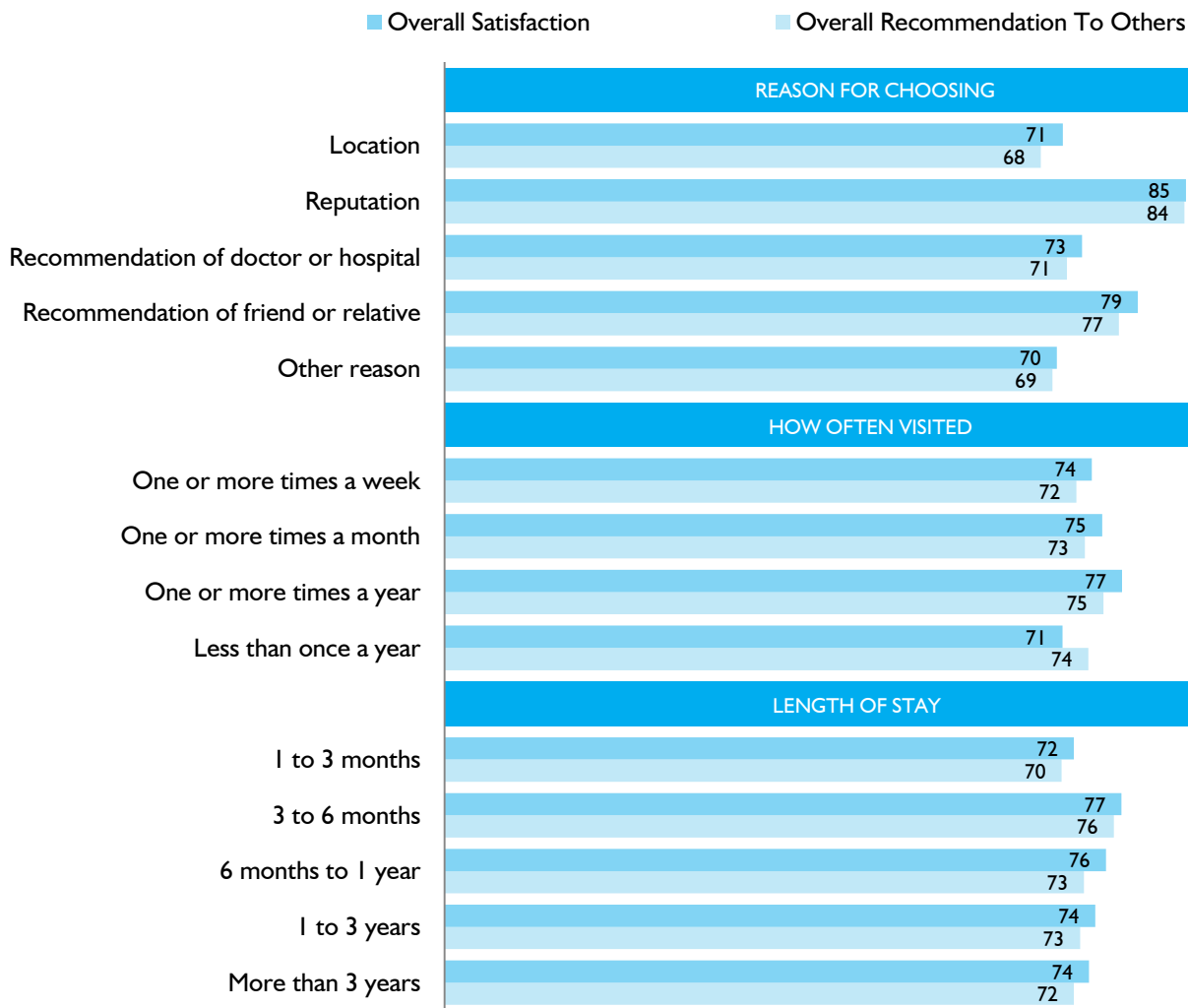
FAMILY MEMBERS					
Gender of family members			Age of family members		
Male	26%		Under 45	2%	
Female	66%		45 – 54	2%	
No Answer	8%		55 – 64	4%	
			65 – 74	11%	82%
			75 – 84	27%	
			85 – 94	44%	
			95 or over	10%	

FACILITY CHOICE					
Reason for choosing			Length of stay		
Location	45%	63%	Less than 1 month	1%	
Reputation	18%		1 to 3 months	5%	
Recommendation of doctor or hospital	11%		3 to 6 months	8%	
Recommendation of friend or relative	11%		6 months to 1 year	15%	
Other reason	14%		1 to 3 years	37%	71%
			More than 3 years	34%	

VISITORS					
Person visiting most			How often visited		
Spouse	15%		One or more times a week	74%	91%
Adult child/child	49%		One or more times a month	17%	
Friend / Neighbor	2%		One or more times a year	6%	
Other family member	27%		Less than once a year	1%	
Legal guardian	8%				

FAMILY MEMBER SATISFACTION

Average Scores for “Overall Satisfaction” and “Recommendation to Others” by Demographics



Family members who originally chose the facility based on reputation gave the highest overall satisfaction & recommendation

Family members who visit one or more times a year gave the highest overall satisfaction & recommendation scores.

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

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: 10b) Overall, 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

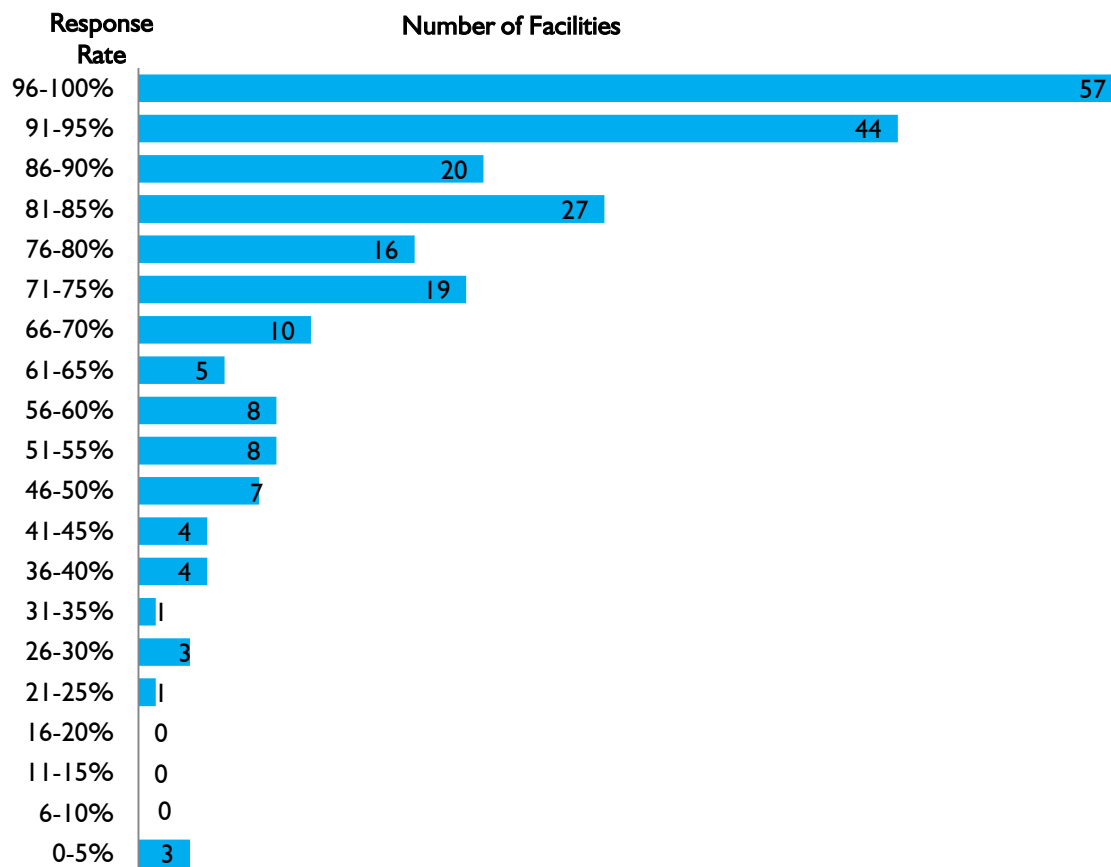


EMPLOYEE SURVEY RESPONSE RATES

Response Rates by Survey Time Period

Participation	Survey Time Period							
	Fall 2016	Fall 2015*	Fall 2014	Fall 2013	Fall 2012	Spring 2011	Fall 2010	Spring 2010
Employee Response Rate	80%	79%	81%	81%	80%	76%	80%	81%
Number of Participating Facilities	236	255	237	261	262	288	281	283
Number of Employee Surveys Received	12,920	13,712	12,773	17,924	14,124	15,930	16,463	16,485

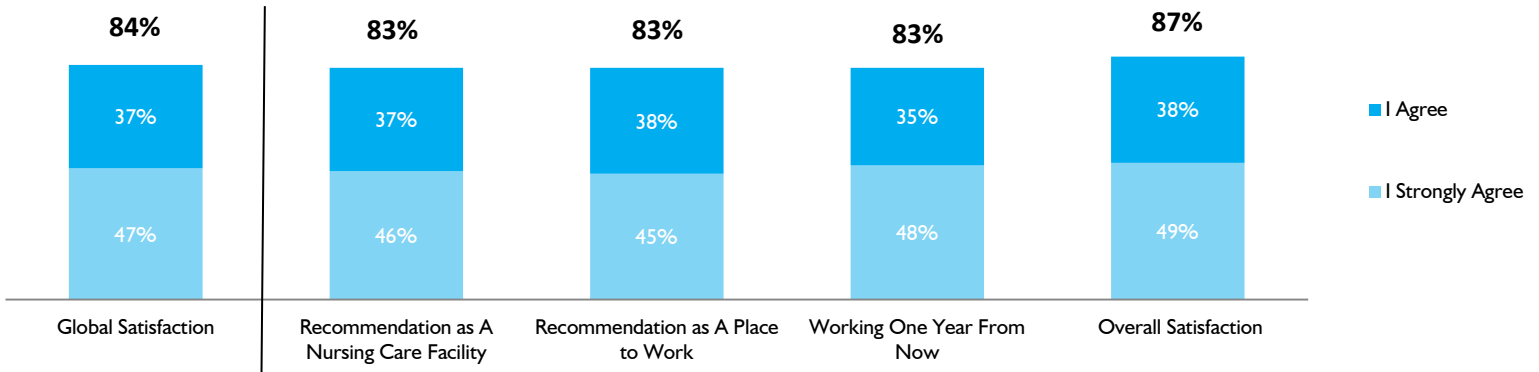
*: only 9 web surveys



EMPLOYEE SATISFACTION

Global Satisfaction

Overall Satisfaction with Nursing Facility Percent "Agree" or "Strongly Agree"



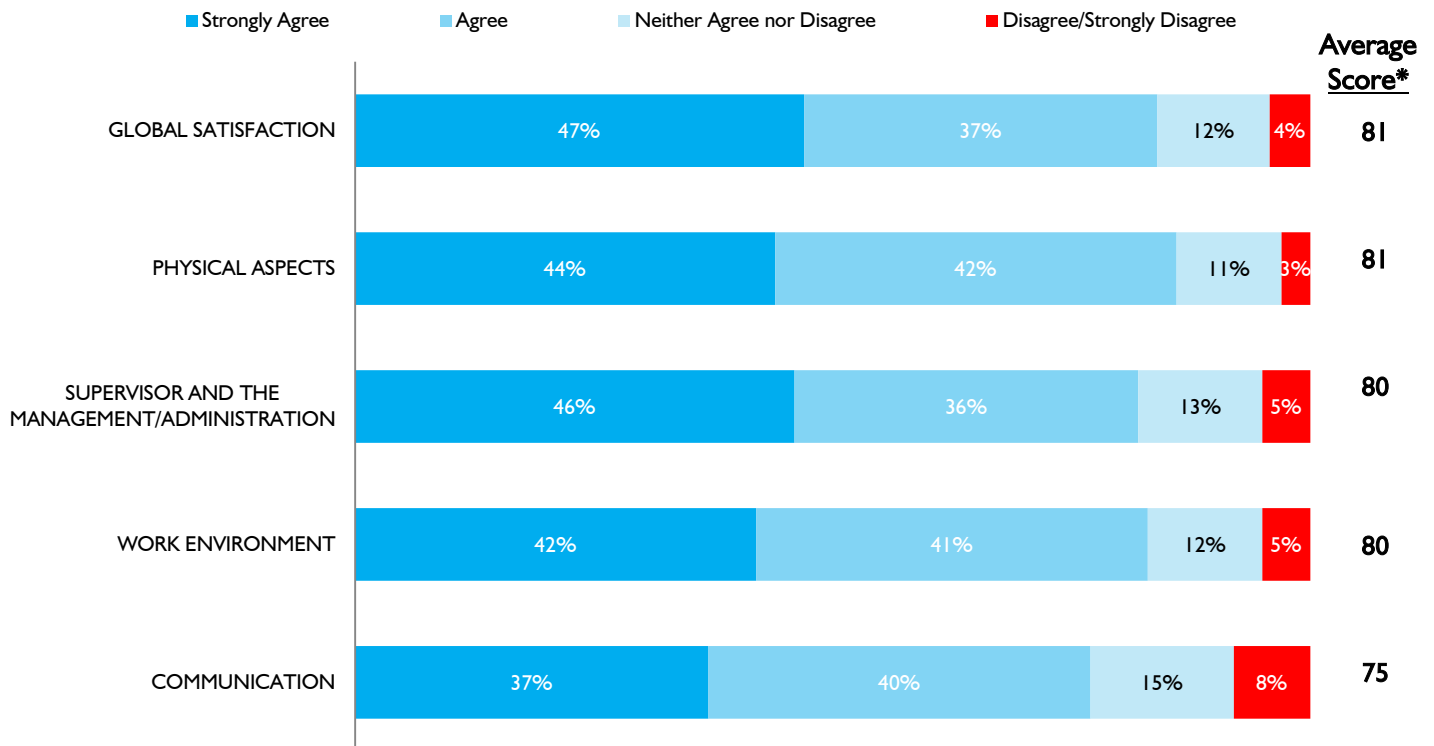
NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" to "recommendation to others" items.

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.

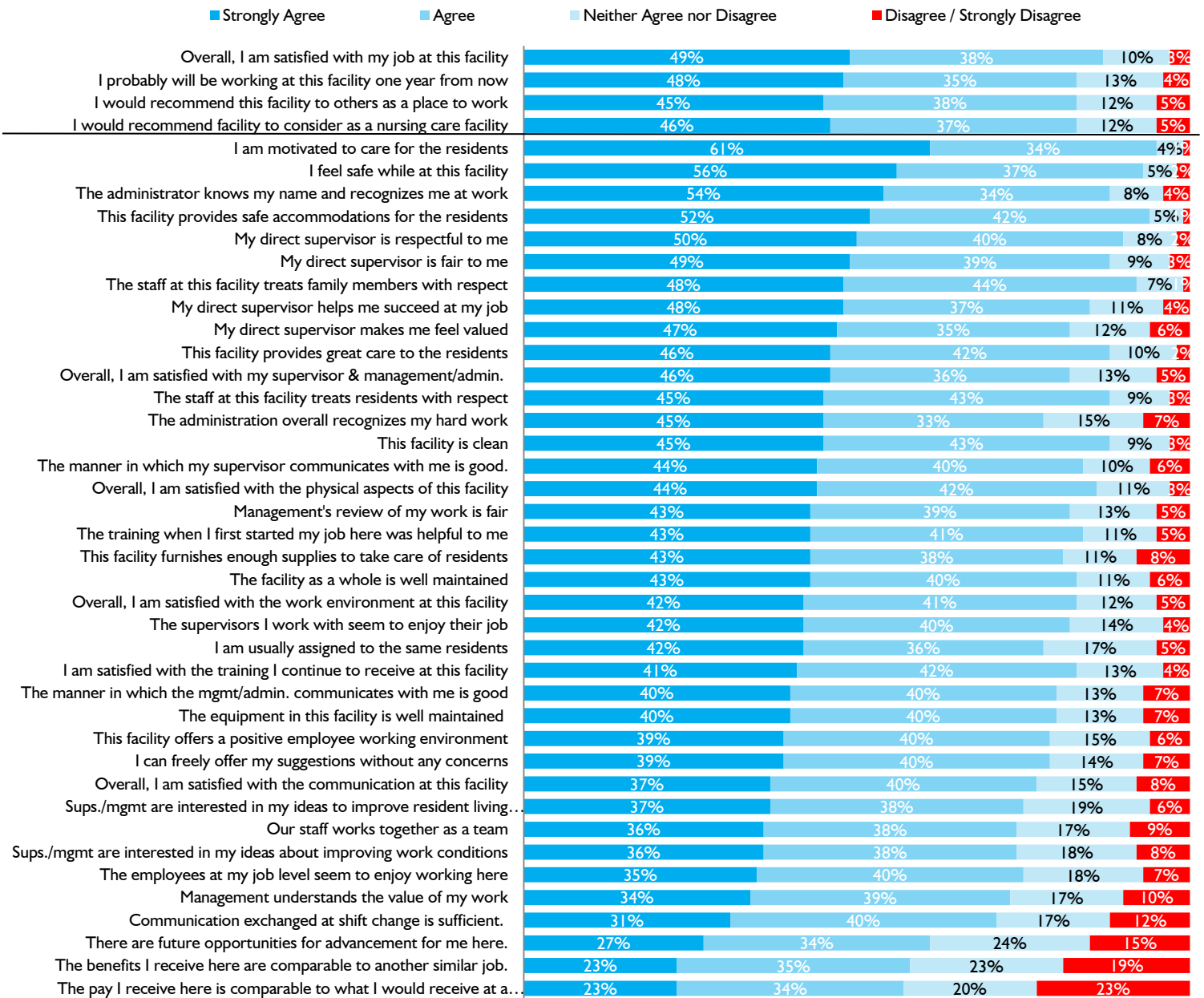
NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" to "recommendation to others" items.

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 Who "Strongly Agree"



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	81
I would recommend this facility as a nursing care facility	81
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	81
The facility as a whole is well maintained	80
This facility furnishes enough supplies to take care of residents	78
The equipment in this facility is well maintained	78

Communication

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
I am satisfied with the training I continue to receive at this facility	80
The manner in which the mgmt/admin. communicates with me is good	77
I can freely offer my suggestions without any concerns	77
Sups./mgmt. are interested in my ideas about improving resident living...	76
Overall, I am satisfied with the communication at this facility	75
Sups./mgmt. are interested in my ideas about improving work conditions	75
The communication that is exchanged at shift change is sufficient	72

**Supervisors/
Mgmt./Admin**

The administrator knows my name and recognizes me at work	84
My direct supervisor is respectful to me	84
My direct supervisor is fair to me	83
My direct supervisor helps me succeed at my job	82
My direct supervisor makes me feel valued	81
Overall, I am satisfied with my sup. and the mgmt/admin.	80
Mgmt's review of my work is fair	80
The admin. overall recognizes my hard work	78
Mgmt. understands the value of my work	73

Work Environment & Motivations

I am motivated to care for the residents	88
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	82
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	75
Our staff works together as a team	75
There are future opportunities for advancement for me here	67
The benefits I receive are comparable to a similar job	64
The pay I receive is comparable to a similar job	63



EMPLOYEE SATISFACTION

Items Ranked Within Domain by Average Scores

		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	81
	I would recommend this facility as a nursing care facility	81
	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	81
	The facility as a whole is well maintained	80
	This facility furnishes enough supplies to take care of residents	78
	The equipment in this facility is well maintained	78
COMMUNICATION	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
	I am satisfied with the training I continue to receive at this facility	80
	The manner in which the mgmt/admin. communicates with me is good	77
	I can freely offer my suggestions without any concerns	77
	Sups./mgmt. are interested in my ideas about improving resident living conditions	76
	Overall, I am satisfied with the communication at this facility	75
	Sups./mgmt. are interested in my ideas about improving work conditions	75
SUPERVISOR AND THE MANAGEMENT/ADMINISTRATION	The communication that is exchanged at shift change is sufficient	72
	The administrator knows my name and recognizes me at work	84
	My direct supervisor is respectful to me	84
	My direct supervisor is fair to me	83
	My direct supervisor helps me succeed at my job	82
	My direct supervisor makes me feel valued	81
	Overall, I am satisfied with my sup. and the mgmt/admin.	80
	Mgmt's review of my work is fair	80
	The admin. overall recognizes my hard work	78
Mgmt. understands the value of my work	73	
WORK ENVIRONMENT	I am motivated to care for the residents	88
	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	82
	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	75
	Our staff works together as a team	75
	There are future opportunities for advancement for me here	67
	The benefits I receive are comparable to a similar job	64
The pay I receive is comparable to a similar job	63	

EMPLOYEE SATISFACTION

Average Scores (2014 vs. 2015 vs. 2016)

		2014 Average Score (A)	2015 Average Score (B)	2016 Average Score (C)
OVERALL	Overall, I am satisfied with my job at this facility	83	83	83
	I probably will be working at this facility one year from now	82	81	81
	I would recommend this facility to family, friends or others as a place to consider as a nursing care facility	82	81	81
	I would recommend this facility to others as a place to work	81	80	81
PHYSICAL ASPECTS	I feel safe while at this facility	87	86	87
	This facility provides safe accommodations for the residents	86	85	86
	This facility is clean	82	82	82
	Overall, I am satisfied with the physical aspects of this facility	82	81	81
	The facility as a whole is well maintained	81	79	80
	This facility furnishes enough supplies to take care of residents	79	79	78
	The equipment in this facility is well maintained	78	77	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	80	80	80
	The training I received when I first started my job here was helpful to me	80	79	80
	The manner in which the mgmt/admin. communicates with me is good	78	77	77
	I can freely offer my suggestions without any concerns	77	77	77
	Supervisors and mgmt. are interested in my ideas about improving living conditions for residents	77	76	76
	Supervisors and mgmt. are interested in my ideas about improving work conditions	75	75	75
	Overall, I am satisfied with the communication at this facility	76	75	75
SUPERVISOR AND THE MANAGEMENT/ADMINISTRATION	The amount of communication that is exchanged at shift change is sufficient for me	72	71	72
	The administrator knows my name and recognizes me at work	85	84	84
	My direct supervisor is respectful to me	84	83	84
	My direct supervisor is fair to me	84	83	83
	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	80	80
	My direct supervisor makes me feel valued	81	80	81
	Mgmt's review of my work is fair	80	80	80
	The admin. overall recognizes my hard work	78	78	78
Mgmt. understands the value of my work	73	73	73	
WORK ENVIRONMENT	I am motivated to care for the residents	89	89	88
	The staff at this facility treats family members with respect	85	84	85
	This facility provides great care to the residents	83	82	83
	The staff at this facility treats residents with respect	83	82	82
	Overall, I am satisfied with the work environment at this facility	80	80	80
	The supervisors I work with seem to enjoy their job	80	79	80
	This facility offers a positive employee working environment	78	77	78
	I am usually assigned to the same residents	78	78	78
	The employees at my job level seem to enjoy working here	76	75	75
	Our staff works together as a team	75	74	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	62	63	64

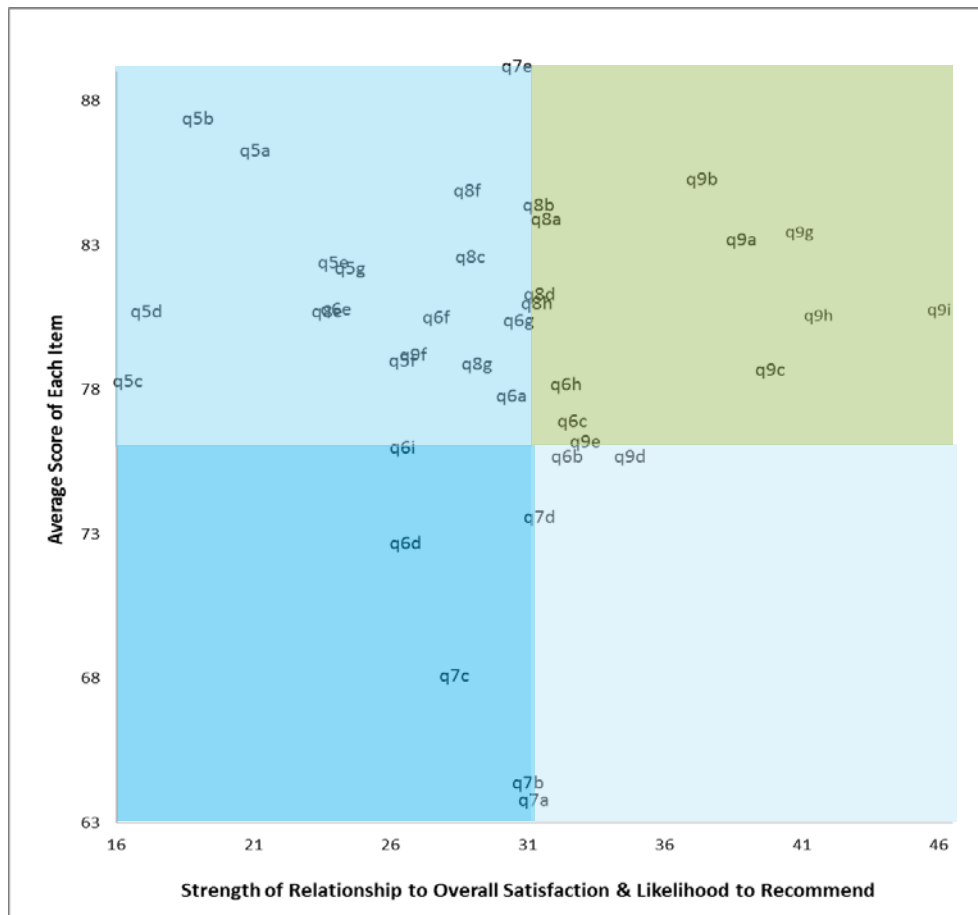
EMPLOYEE SATISFACTION

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.
- 6a. I can freely offer my suggestions without any concerns.
- 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.
- 6g. I am satisfied with the training I continue to receive at this facility.
- 7e. I am motivated to care for the residents.
- 8c. My direct supervisor helps me succeed at my job.
- 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.
- 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"

- 6c. Supervisors/mngmnt are interested in my ideas to improve living conditions.
- 6h. The manner in which the management/administration communicates with me is good.
- 8a. My direct supervisor is fair to me.
- 8b. My direct supervisor is respectful to me.
- 8d. My direct supervisor makes me feel valued.
- 8h. Overall, I am satisfied with my supervisor and the mgmt/admin 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. Facility offers a positive work environment.
- 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.
- 6i. Overall, I am satisfied with the communication at this facility.
- 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.

AREAS OF PRIMARY CONCERN

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

- 6b. Supervisors and management are interested in my ideas about improving work conditions.
- 7d. Management understands the value of my work.
- 9d. Our staff works together as a team.
- 9e. The employees at my job level seem to enjoy working here.



EMPLOYEE SATISFACTION

Demographics and Background Information

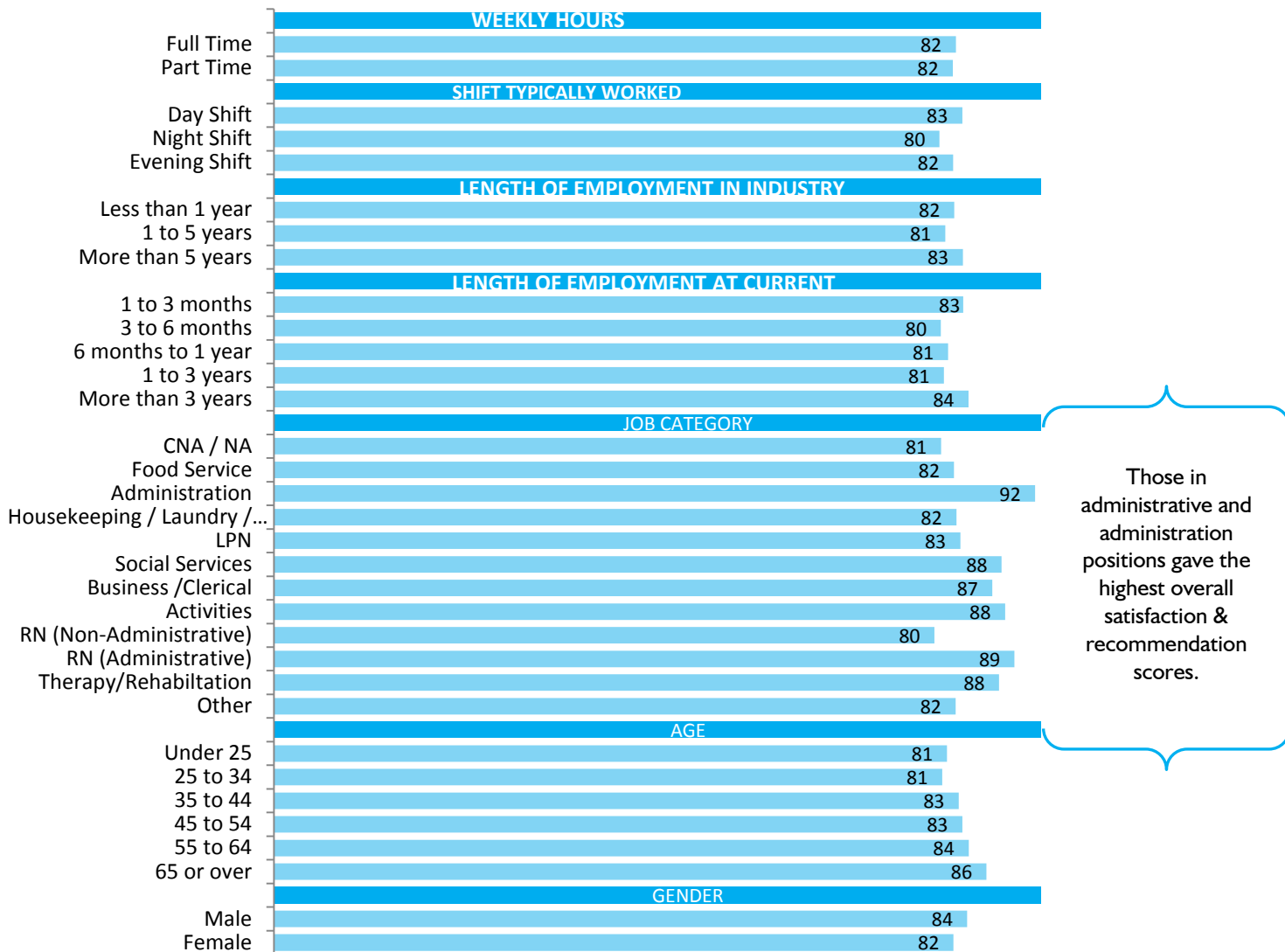
EMPLOYEE				
Age of employee		65%	Gender of employee	
Under 25	17%		Male	12%
25 to 34	26%		Female	81%
35 to 44	21%		No answer	7%
45 to 54	18%			
55 - 64	13%			
65 or over	5%			

POSITION				
Job Category			Shift typically worked	
CNA / NA	42%		Day Shift	63%
Food Service	13%		Night Shift	14%
Administration	3%		Evening Shift	17%
Housekeeping / Laundry / Maintenance	12%		Other	6%
LPN	14%			
Social Services	2%			
Business / Clerical	2%			
Activities	2%			
RN (Non-Administrative)	2%			
RN (Administrative)	2%			
Therapy / Rehabilitation	1%			
Other	5%			

WORK HISTORY				
Length of employment at current nursing facility		59%	Length of employment in nursing homes	
Less than 1 month	4%		Less than 1 year	19%
1 to 3 months	9%		1 to 5 years	32%
3 to 6 months	12%		More than 5 years	47%
6 months to 1 year	14%			
1 to 3 years	25%			
More than 3 years	34%			

EMPLOYEE SATISFACTION

Average Scores for “Overall Satisfaction” by Demographic



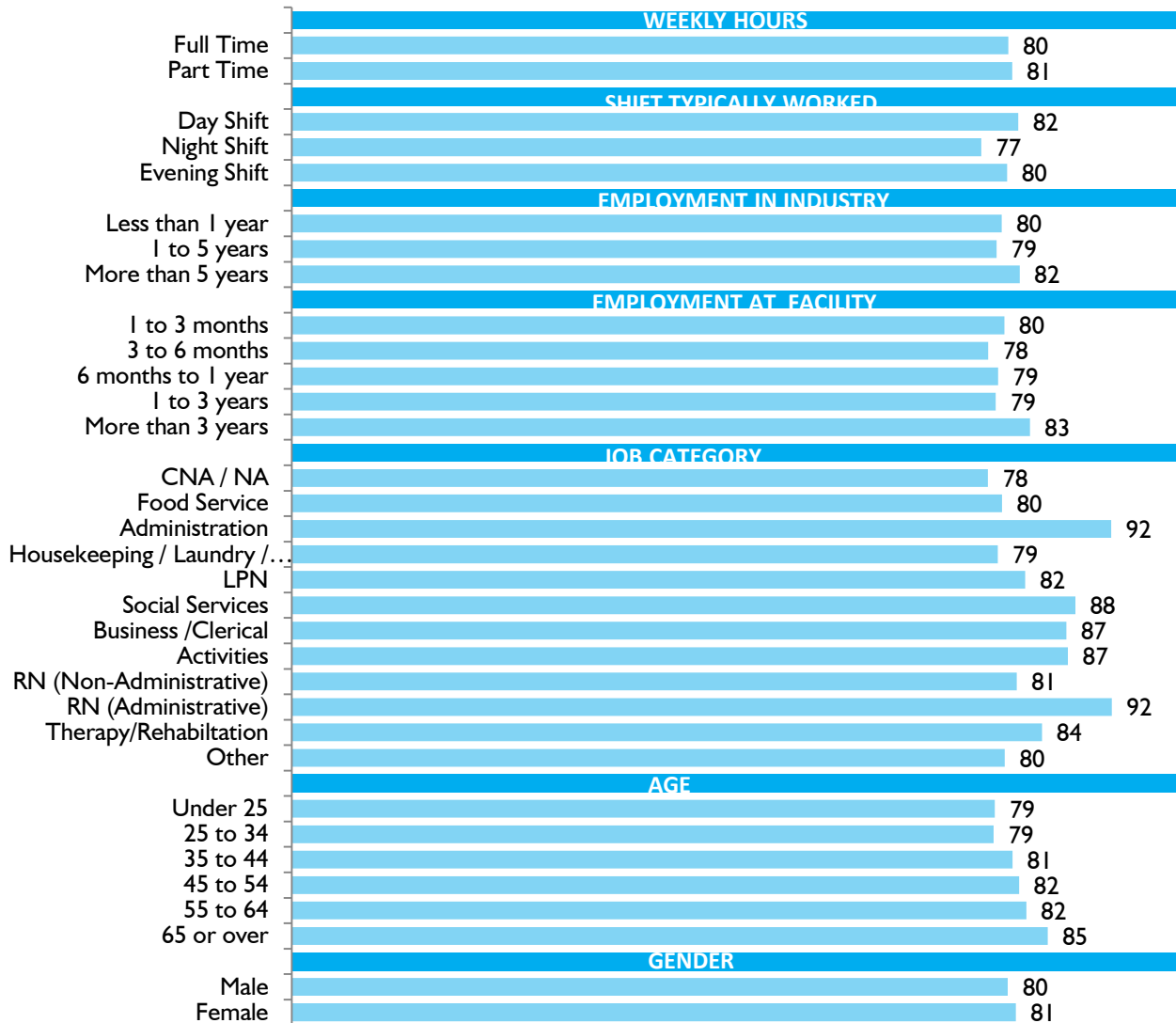
Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

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 “Recommendations to Others for Care” by Demographics



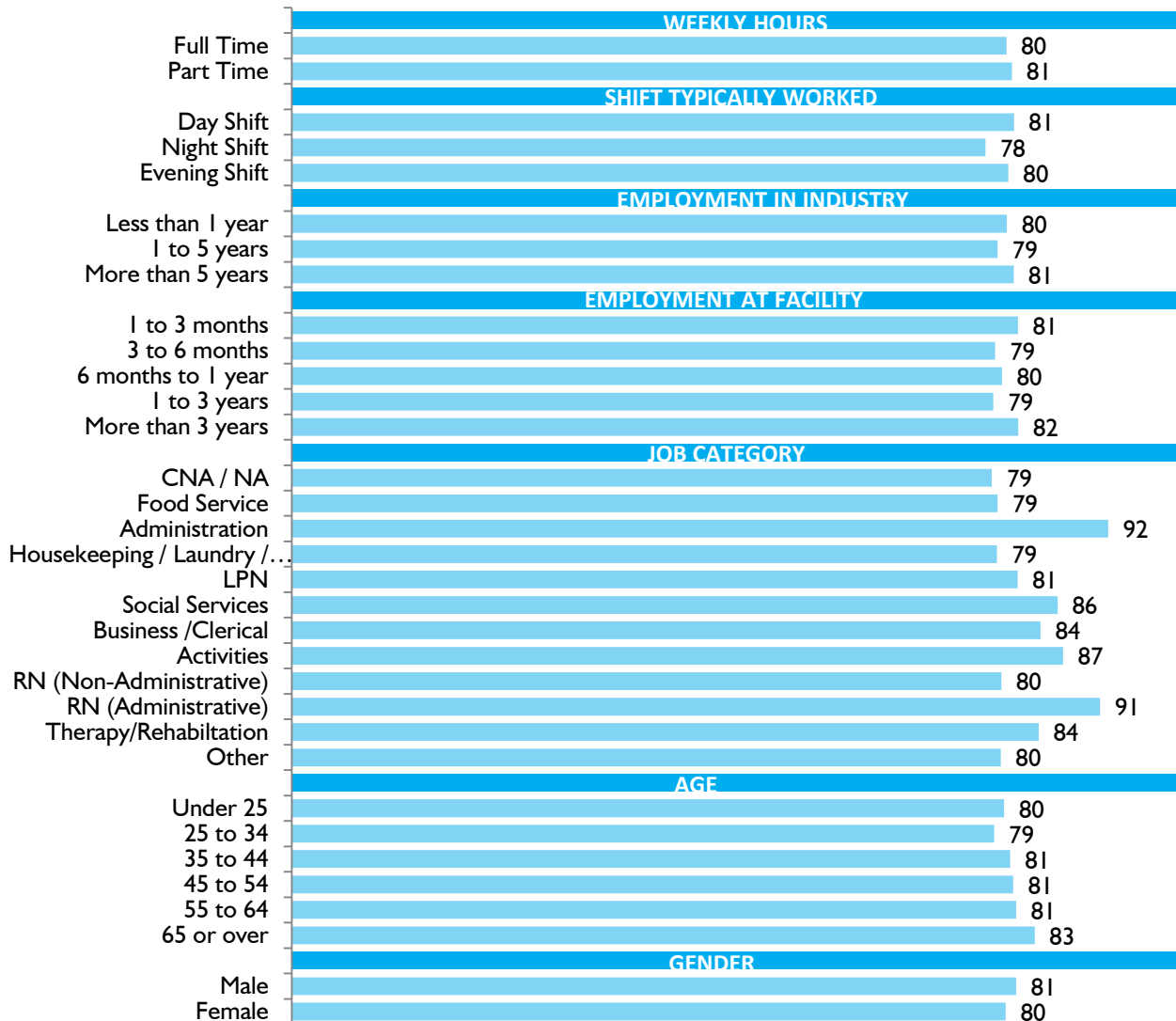
Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

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.