

Ohio Health Care Association

Skilled Nursing Facility

Executive Summary Report

INCLUDING

Family Satisfaction
Resident Satisfaction
Employee Satisfaction

FOR PARTICIPATING OHIO FACILITIES

Prepared by



2620 Stewart Avenue • Suite 16 • Wausau, WI 54401

p 715.848.2713 f 715.848.8787

www.myinnerview.com

DATE SURVEYS CONDUCTED: JAN - DEC 2005

This CONFIDENTIAL Executive Summary Report was prepared for the exclusive use of Ohio Health Care Association (OHCA). Reproduction or duplication outside OHCA requires written permission from OHCA.

© 2006, My InnerView, Inc.™

FOREWORD

During the summer of 2005, the Ohio Health Care Association (OHCA) urged its member nursing facilities to conduct family, resident, and employee satisfaction surveys through My InnerView (MIV). This recommendation by OHCA to its constituency coincided with a call to action by the American Health Care Association, of which OHCA is a state affiliate.

This Executive Summary Report reflects aggregate measures of performance for Ohio nursing homes using My InnerView's evidence-based management instruments during 2005. Results are displayed for family, resident and employee satisfaction surveys conducted by MIV over the course of 2005.

Annual Satisfaction Survey Participation

Survey Type	# Facilities participating	% of State nursing facilities	# Survey respondents	Response rate	MIV 2005 Response rate
Family	163	17%	3,938	31%	34%
Resident	67	7%	543	27%	36%
Employee	30	3%	1,607	42%	44%

DISTRIBUTION: Each participating facility provided My InnerView with the number of family, resident and employee surveys needed. Individually sealed packets containing a self-addressed, postage-paid envelope were sent to residents' family members or other responsible parties. Packets containing the employee survey and a similar envelope were distributed at each participating facility to its current staff members. The survey process was designed to communicate and ensure that response was voluntary, anonymous and confidential. Employee surveys were completed and returned to My InnerView.

QUALITY ASSURANCE: Responses are electronically compiled into a database, analyzed for integrity, and subjected to a variety of statistical analyses.

RESULTS: Each facility has access to its satisfaction survey results on My InnerView's Web site. The results provide benchmark information enabling the facility to compare itself to the average performance of all participating Ohio facilities on family, resident and employee satisfaction survey results. For individual facilities, MIV provided a Priority Action Agenda that highlights potential quality improvement areas. Demographic information outlines the characteristics of the family, resident and employee respondents.

FAMILY / RESIDENT SATISFACTION SURVEYS: These surveys included items grouped in four areas. (1) Overall Satisfaction, (2) Quality of Life, (3) Quality of Care and (4) Quality of Service.

EMPLOYEE SATISFACTION SURVEY: This survey covers five areas: (1) Overall Satisfaction, (2) Training, (3) Work Environment, (4) Supervision and (5) Management.

How to Use This Report

This report is divided into two major sections. The first section represents findings from MIV analyses of the family, resident and employee satisfaction surveys aggregated for the entire group of participating facilities. The second section shows aggregate family, resident and employee satisfaction survey results between Ohio and My InnerView's overall database.

KEY FINDINGS

Satisfaction Results

- Among family respondents, 82% gave either an excellent or good overall satisfaction rating to their facility (compared to 83% from MIV's national database), with 81% giving an excellent or good rating as to their willingness to recommend the facility to others (compared to 82% for MIV nationally).
- Among resident respondents, 79% gave either an excellent or good overall satisfaction rating to their facility (compared to 82% for MIV nationally), with 77% giving an excellent or good rating as to their willingness to recommend the facility to others (compared to 82% for MIV nationally).
- Employees rated their facilities at 63% excellent or good on overall satisfaction (compared to 63% for MIV nationally), 63% as a place to work (compared to 65% for MIV nationally), and 72 % as a place to receive care (compared to 73% for MIV nationally).

The report displays detailed results on these global satisfaction measures, as well as for more specific items contained in each type of survey. Satisfaction results for families, residents and employees were slightly lower in Ohio as compared to nationwide results tabulated by MIV for nursing homes during 2005. Detailed item comparisons are provided in the body of this report.

Ohio Health Care Association Executive Summary Report

Table of Contents

FAMILY SATISFACTION

This section summarizes results of the Family Satisfaction Surveys for all participating Ohio facilities.

⇒ **Satisfaction Items by Domain..... Page 3**

Ratings on each survey item. First grouped by domain, then rank ordered (from highest proportion “Excellent” to lowest proportion “Excellent”). Four columns — “Excellent,” “Good,” “Fair” and “Poor” — show the total proportion of each response category for each item.

⇒ **Satisfaction Items Ranked by Percentage Excellent..... 4**

Distribution of responses on each survey item in four categories: “Excellent,” “Good,” “Fair” or “Poor.” The first two bars show the two items related to overall satisfaction; the last 22 rows are rank ordered (from highest to lowest) on the percentage rated “Excellent.” Percentages represent the total proportion across facilities.

⇒ **Satisfaction Items Ranked by Average Score..... 6**

Average scores for each survey item. The first two bars show the two items related to overall satisfaction; the last 22 bars are rank ordered (from highest to lowest). Percentages represent the average score across facilities.

⇒ **Demographic and Background Information..... 8**

Percentage breakdown for each category. Included are resident age, gender and length of stay, as well as number of homes visited prior to selecting the facility, the main reason for choosing the facility, the respondent’s relationship to the resident, the relationship of the person who visits the resident most often and visitation frequency.

RESIDENT SATISFACTION

This section summarizes results of the Resident Satisfaction Surveys for all participating Ohio facilities.

⇒ **Satisfaction Items by Domain..... Page 10**

Ratings on each survey item. First grouped by domain, then rank ordered (from highest proportion “Excellent” to lowest proportion “Excellent”). Four columns — “Excellent,” “Good,” “Fair” and “Poor” — show the total proportion of each response category for each item.

Ohio Health Care Association Executive Summary Report

⇒ Satisfaction Items Ranked by Percentage Excellent..... 11

Distribution of responses on each survey item in four categories: "Excellent," "Good," "Fair" or "Poor." The first two bars show the two items related to overall satisfaction; the last 22 rows are rank ordered (from highest to lowest) on the percentage rated "Excellent." Percentages represent the total proportion across facilities.

⇒ Satisfaction Items Ranked by Average Score..... 13

Average scores for each survey item. The first two bars show the two items related to overall satisfaction; the last 22 bars are rank ordered (from highest to lowest). Percentages represent the average score across facilities.

⇒ Demographic and Background Information..... 15

Percentage breakdown for each category. Included are resident age, gender and length of stay, as well as number of homes visited prior to selecting the facility, the main reason for choosing the facility, the assistance received by the resident in filling out the survey, the relationship of the person who visits the resident most often and visitation frequency.

EMPLOYEE SATISFACTION

This section summarizes results of the Employee Satisfaction Surveys for all participating Ohio facilities.

⇒ Satisfaction Items by Domain.....17

Ratings on each survey item. First grouped by domain, then rank ordered (from highest proportion "Excellent" to lowest proportion "Excellent"). Four columns — "Excellent," "Good," "Fair" and "Poor" — show the total proportion of each response category for each item.

⇒ Satisfaction Items Ranked by Percentage Excellent.....18

Distribution of responses on each survey item in four categories: "Excellent," "Good," "Fair" or "Poor." The first three bars show the three items related to overall satisfaction; the last 18 rows are rank ordered (from highest to lowest) on the percentage rated "Excellent." Percentages represent the total proportion across facilities.

⇒ Satisfaction Items Ranked by Average Score..... 20

Average scores for each survey item. The first three bars show the three items related to overall satisfaction; the last 18 bars are rank ordered (from highest to lowest). Percentages represent the average score across facilities.

⇒ Demographic and Background Information.....22

Percentage breakdown for each category. Included are employee age, gender and job category, as well as length of employment, the number of hours worked weekly, the shift typically worked, the number of facilities worked at in the past three years, and whether English is spoken as the first language.

Ohio Health Care Association Executive Summary Report

OHIO VERSUS MY INNERVIEW SATISFACTION

This section compares Ohio to My InnerView's nationwide database.

⇒ **Family Satisfaction Items Ranked by % Difference in Average Score..... 24**

Compares average scores for each survey item. Additional chart shows difference between Ohio and My InnerView averages, from negative to positive.

⇒ **Family Recommendation Score by Selected Demographics..... 25**

Average family recommendation score for specific demographics: "Resident length of stay," "Frequency of visit" and "Reason for choosing facility."

⇒ **Resident Satisfaction Items Ranked by % Difference in Average Score 26**

Compares average scores for each survey item. Additional chart shows difference between Ohio and My InnerView averages, from negative to positive.

⇒ **Resident Recommendation Score by Selected Demographics..... 27**

Average family recommendation score for specific demographics: "Resident length of stay," "Frequency of visit" and "Reason for choosing facility."

⇒ **Employee Satisfaction Items Ranked by % Difference in Average Score 28**

Compares average scores for each survey item. Additional chart shows difference between Ohio and My InnerView averages, from negative to positive.

⇒ **Employee Recommendation Score by Selected Demographics 29**

Average employee recommendation score for specific demographics: "Job category," "Shift worked," "Length of employment" and "Hours worked per week."

FAMILY SATISFACTION

Table 1, Chart 1. Overall responses.

The first chart and first table (pages 3-4) show the aggregated responses from all family surveys, broken out by domain (Overall Satisfaction, Quality of Life, Quality of Care, and Quality of Service). Each item is broken out by the percentage of respondents answering Excellent, Good, Fair or Poor.

Table 1 displays the Excellent/Good/Fair/Poor breakouts for each question on the family surveys by survey domain.

Chart 1 displays the Excellent/Good/Fair/Poor breakouts for each question on the family surveys. The satisfaction questions are listed first, with the remaining questions ranked by highest percent 'Excellent.'

TABLE 1. FAMILY SATISFACTION

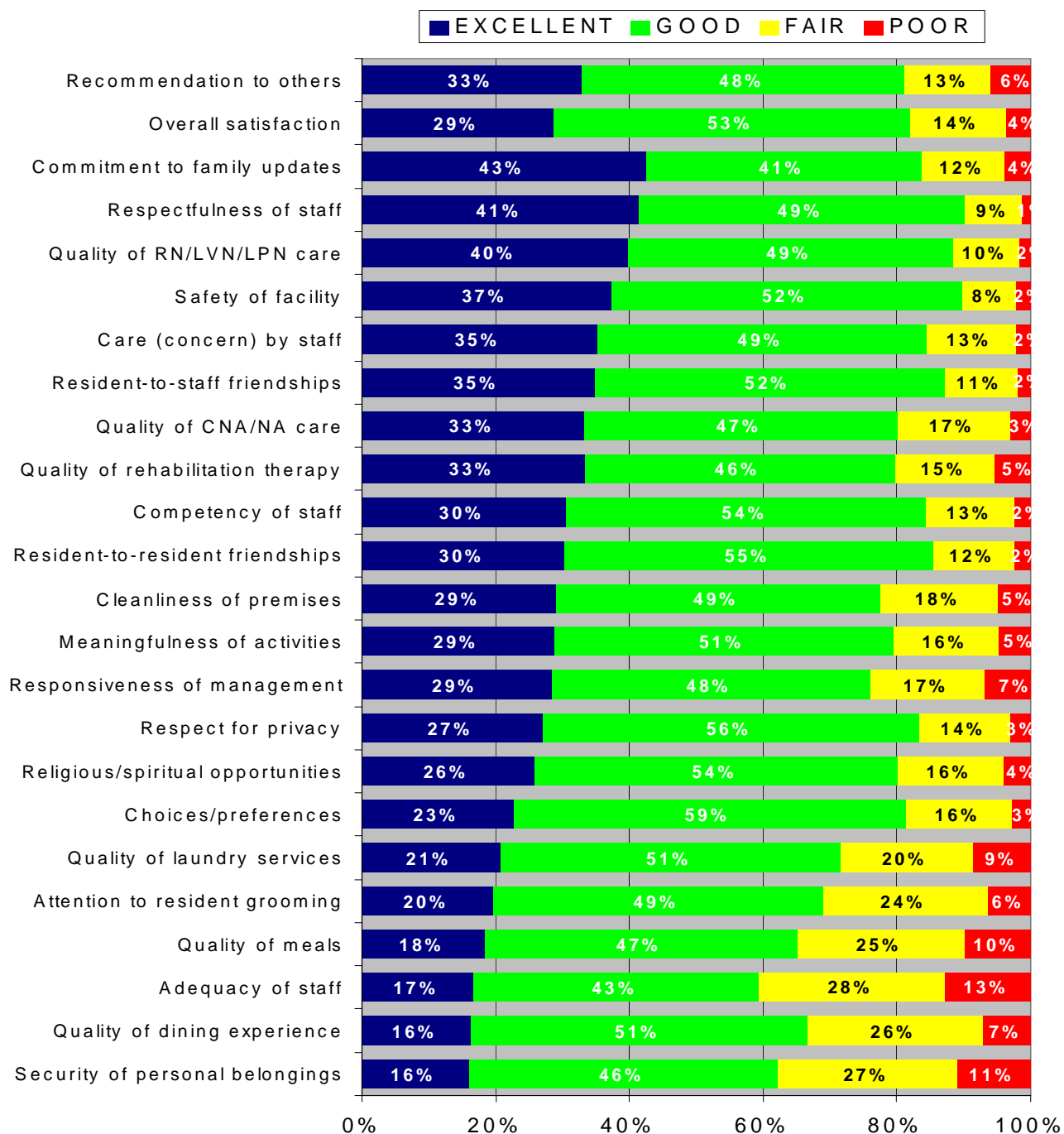
Table 1. Aggregate response percentages for each question on the family survey – for all Ohio facilities. Ranked by highest percent ‘Excellent’ within each domain.

	Excellent	Good	Fair	Poor
Overall Satisfaction				
Recommendation to others	33%	48%	13%	6%
Overall satisfaction	29%	53%	14%	4%
Quality of Life				
Respectfulness of staff	41%	49%	9%	1%
Safety of facility	37%	52%	8%	2%
Resident-to-staff friendships	35%	52%	11%	2%
Resident-to-resident friendships	30%	55%	12%	2%
Meaningfulness of activities	29%	51%	16%	5%
Respect for privacy	27%	56%	14%	3%
Religious/spiritual opportunities	26%	54%	16%	4%
Choices/preferences	23%	59%	16%	3%
Quality of dining experience	16%	51%	26%	7%
Security of personal belongings	16%	46%	27%	11%
Quality of Care				
Commitment to family updates	43%	41%	12%	4%
Quality of RN/LVN/LPN care	40%	49%	10%	2%
Care (concern) by staff	35%	49%	13%	2%
Quality of CNA/NA care	33%	47%	17%	3%
Quality of rehabilitation therapy	33%	46%	15%	5%
Competency of staff	30%	54%	13%	2%
Attention to resident grooming	20%	49%	24%	6%
Adequacy of staff	17%	43%	28%	13%
Quality of Service				
Cleanliness of premises	29%	49%	18%	5%
Responsiveness of management	29%	48%	17%	7%
Quality of laundry services	21%	51%	20%	9%
Quality of meals	18%	47%	25%	10%

* Totals may not equal 100% due to rounding.

CHART 1. FAMILY SATISFACTION

Chart 1. Aggregate response percentages for each question on the family survey – for all Ohio facilities. The two general satisfaction questions are listed first, with the remaining questions ranked by highest percent ‘Excellent.’



* Totals may not equal 100% due to rounding.

FAMILY SATISFACTION

Chart 2. Average scores.

Chart 2 (page 6) displays the average score for each question on the family survey. The satisfaction questions are listed first, with the remaining questions ranked by highest average score.

CHART 2. FAMILY SATISFACTION

Chart 2. Average score for each question on the family survey – for all Ohio facilities. The two general satisfaction questions are listed first, with the remaining questions ranked by highest average score.

Average Score per Item

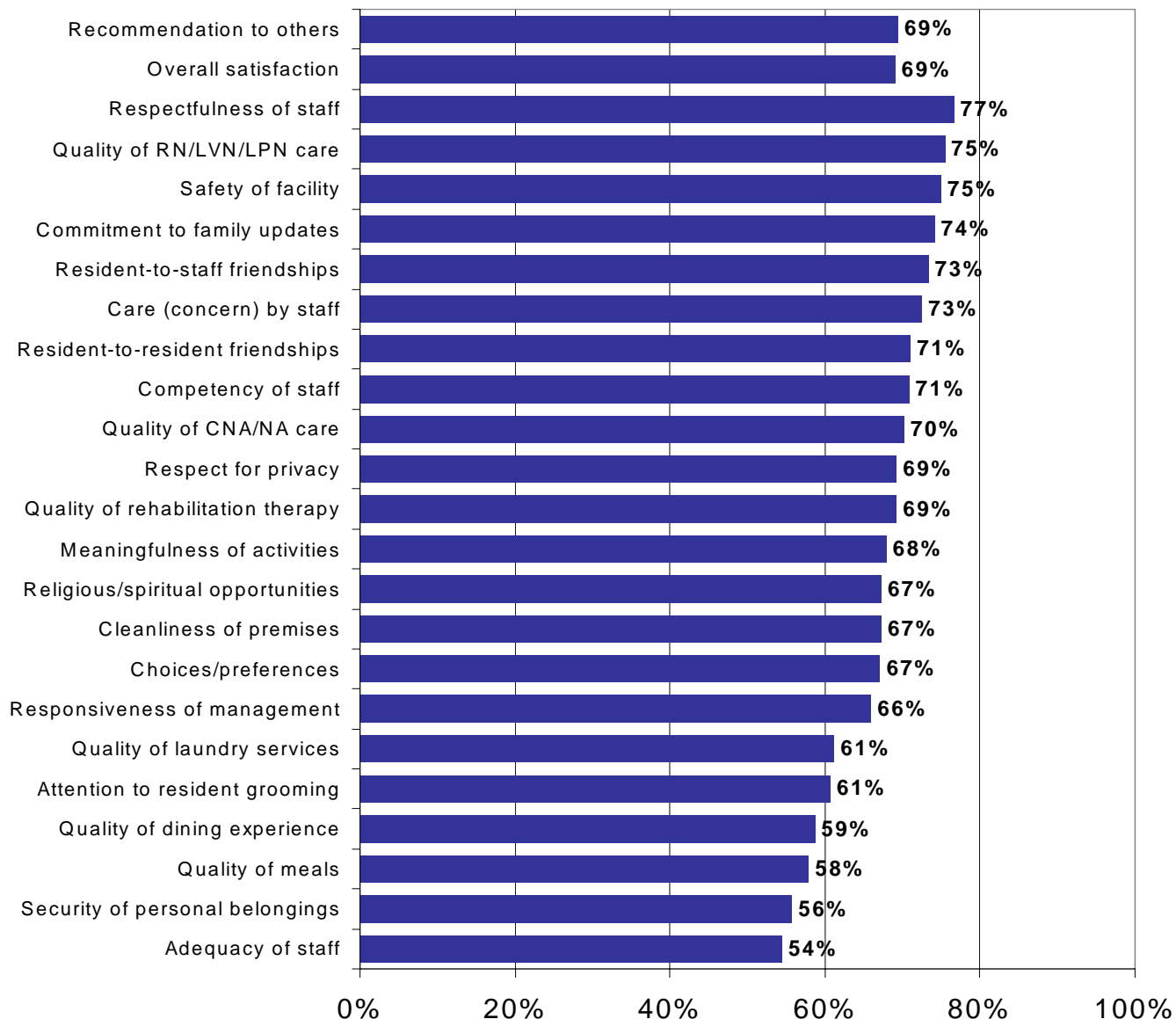


Table 2. Demographics.

Table 2 (page 8) displays aggregated demographic indicators for the family surveys.

TABLE 2. DEMOGRAPHICS - FAMILY

Table 2. Aggregate family demographics – for all Ohio facilities.

SHADING INDICATES AREA WITH HIGHEST PERCENTAGE

AGE OF RESIDENT		GENDER OF RESIDENT		LENGTH OF STAY OF RESIDENT	
19 or under	0%	Female	71%	< 1 mo.	4%
20 - 29	0%	Male	29%	1 - 3 mo.	12%
30 - 39	1%			3 mo. - 6 mo.	8%
40 - 49	2%			6 mo. - 1 yr.	12%
50 - 59	4%			1 - 3 yrs.	32%
60 - 69	7%			> 3 yrs.	31%
70 - 79	20%				
80 - 89	43%				
90 or older	23%				

HOMES VISITED PRIOR TO PLACEMENT		REASON FOR CHOOSING YOUR NURSING HOME		RESPONDENT'S RELATIONSHIP TO RESIDENT	
0	35%	Convenient location	39%	Spouse	15%
1	12%	Good reputation	19%	Child	56%
2	26%	Hospital/MD	16%	Sibling	9%
3	16%	Relative/friend	10%	Grandchild	2%
4	6%	Insurance requirement	2%	Friend	3%
5 or more	5%	Other reason	13%	Other	15%

WHO VISITS MOST OFTEN		HOW OFTEN VISITED	
Spouse	18%	Less than once a year	0%
Child	55%	Once a year	1%
Sibling	11%	Once every 3 months	3%
Grandchild	2%	Once a month or more	10%
Friend	4%	Once a week or more	46%
Other	10%	Almost daily	40%

* Totals may not equal 100% due to rounding.

RESIDENT SATISFACTION

Table 3, Chart 3. Overall responses.

The next chart and table (pages 10-11) show the aggregated responses from all resident surveys, broken out by domain (Overall Satisfaction, Quality of Life, Quality of Care, and Quality of Service). Each item is broken out by the percentage of respondents answering Excellent, Good, Fair or Poor.

Table 3 displays the Excellent/Good/Fair/Poor breakouts for each question on the resident surveys by survey domain.

Chart 3 displays the Excellent/Good/Fair/Poor breakouts for each question on the resident surveys. The satisfaction questions are listed first, with the remaining questions ranked by highest percent 'Excellent.'

TABLE 3. RESIDENT SATISFACTION

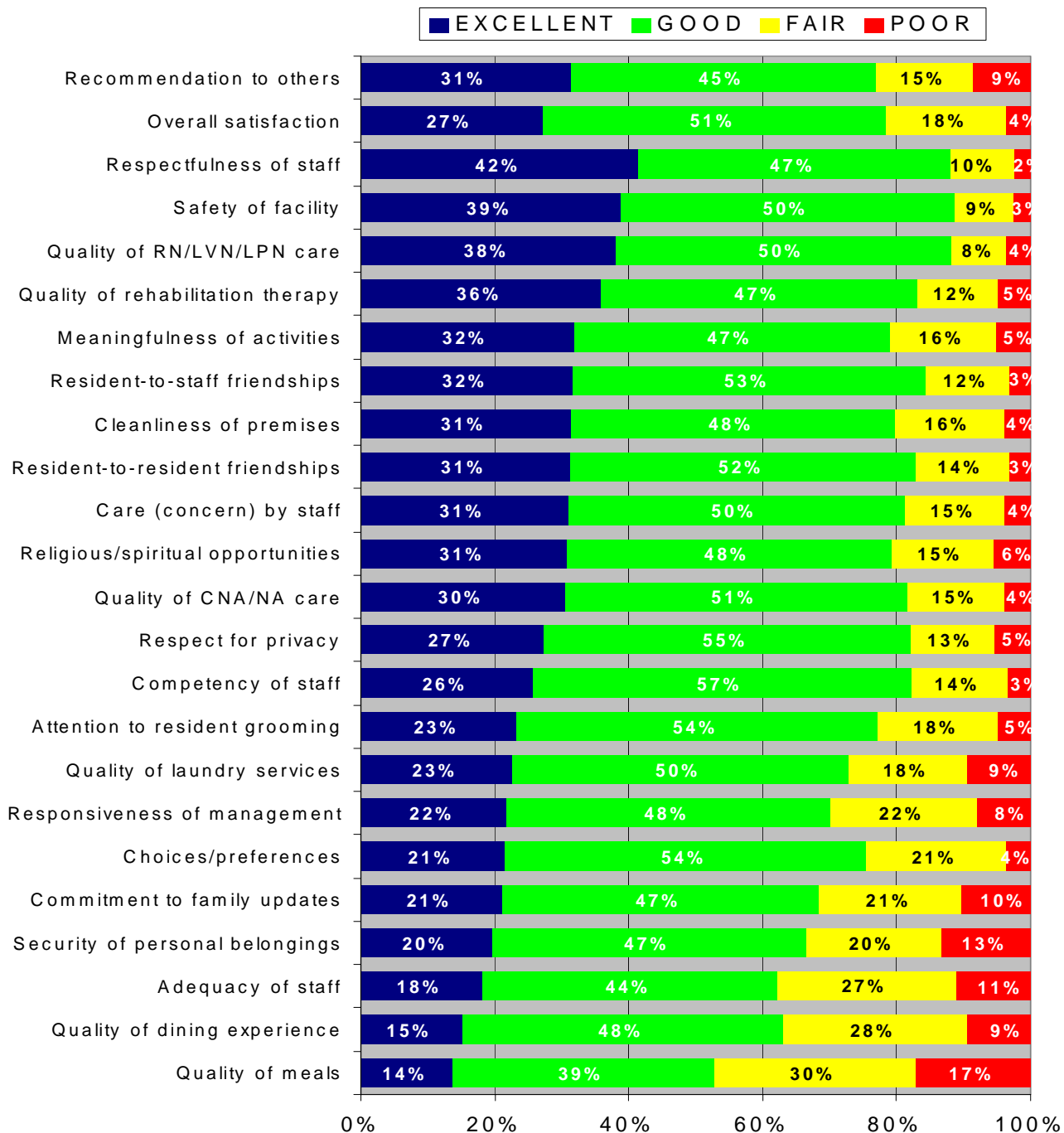
Table 3. Aggregate response percentages for each question on the resident survey – for all Ohio facilities. Ranked by highest percent ‘Excellent’ within each domain.

	Excellent	Good	Fair	Poor
Overall Satisfaction				
Recommendation to others	31%	45%	15%	9%
Overall satisfaction	27%	51%	18%	4%
Quality of Life				
Respectfulness of staff	42%	47%	10%	2%
Safety of facility	39%	50%	9%	3%
Meaningfulness of activities	32%	47%	16%	5%
Resident-to-staff friendships	32%	53%	12%	3%
Resident-to-resident friendships	31%	52%	14%	3%
Religious/spiritual opportunities	31%	48%	15%	6%
Respect for privacy	27%	55%	13%	5%
Choices/preferences	21%	54%	21%	4%
Security of personal belongings	20%	47%	20%	13%
Quality of dining experience	15%	48%	28%	9%
Quality of Care				
Quality of RN/LVN/LPN care	38%	50%	8%	4%
Quality of rehabilitation therapy	36%	47%	12%	5%
Care (concern) by staff	31%	50%	15%	4%
Quality of CNA/NA care	30%	51%	15%	4%
Competency of staff	26%	57%	14%	3%
Attention to resident grooming	23%	54%	18%	5%
Commitment to family updates	21%	47%	21%	10%
Adequacy of staff	18%	44%	27%	11%
Quality of Service				
Cleanliness of premises	31%	48%	16%	4%
Quality of laundry services	23%	50%	18%	9%
Responsiveness of management	22%	48%	22%	8%
Quality of meals	14%	39%	30%	17%

* Totals may not equal 100% due to rounding.

CHART 3. RESIDENT SATISFACTION

Chart 3. Aggregate response percentages for each question on the resident survey – for all Ohio facilities. The two general satisfaction questions are listed first, with the remaining questions ranked by highest percent ‘Excellent.’



* Totals may not equal 100% due to rounding.

RESIDENT SATISFACTION

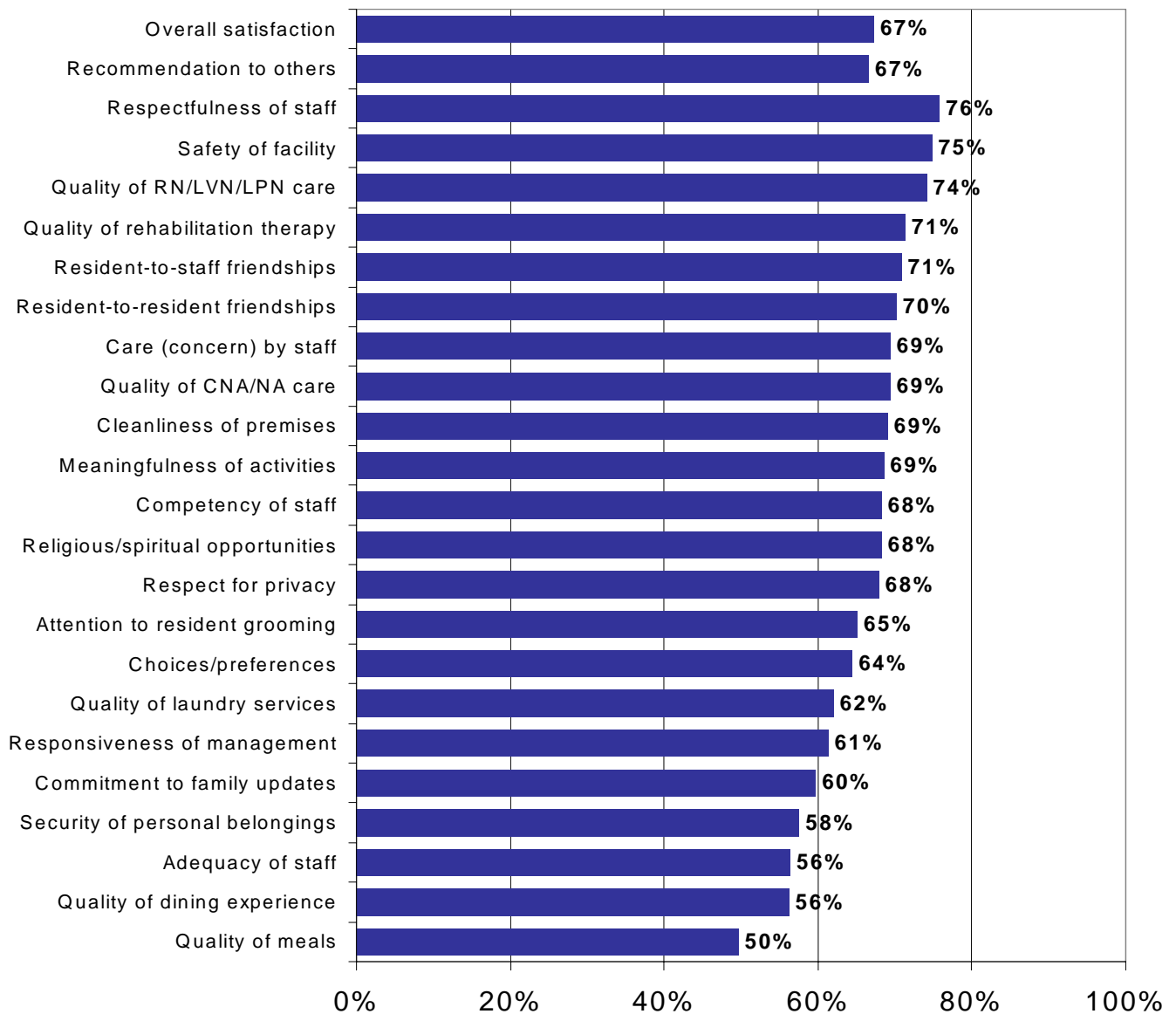
Chart 4. Average scores.

Chart 4 (page 13) displays the average score for each question on the resident survey. The satisfaction questions are listed first, with the remaining questions ranked by highest average score.

CHART 4. RESIDENT SATISFACTION

Chart 4. Average score for each question on the resident survey – for all Ohio facilities. The two general satisfaction questions are listed first, with the remaining questions ranked by highest average score.

Average Score per Item



RESIDENT SATISFACTION

Table 4. Demographics.

Table 4 (page 15) displays aggregated demographic indicators for the resident surveys.

TABLE 4. DEMOGRAPHICS - RESIDENT

Table 4. Aggregate resident demographics – for all Ohio facilities.

SHADING INDICATES AREA WITH HIGHEST PERCENTAGE

AGE OF RESIDENT		GENDER OF RESIDENT		LENGTH OF STAY OF RESIDENT	
19 or under	0%	Female	62%	< 1 mo.	6%
20 - 29	0%	Male	38%	1 - 3 mo.	17%
30 - 39	2%			3 mo. - 6 mo.	12%
40 - 49	6%			6 mo. - 1 yr.	20%
50 - 59	11%			1 - 3 yrs.	27%
60 - 69	15%			> 3 yrs.	18%
70 - 79	23%				
80 - 89	33%				
90 or older	9%				

HOMES VISITED PRIOR TO PLACEMENT		REASON FOR CHOOSING YOUR NURSING HOME		ASSISTANCE WITH SURVEY	
0	49%	Convenient location	40%	None (by myself)	39%
1	14%	Good reputation	13%	With facility staff	20%
2	22%	Hospital/MD	23%	With family/friend	37%
3	10%	Relative/friend	9%	With another resident	0%
4	3%	Insurance requirement	3%	With other person	4%
5 or more	2%	Other reason	11%		

WHO VISITS MOST OFTEN		HOW OFTEN VISITED	
Spouse	16%	Less than once a year	1%
Child	41%	Once a year	1%
Sibling	13%	Once every 3 months	3%
Grandchild	3%	Once a month or more	13%
Friend	13%	Once a week or more	44%
Other	14%	Almost daily	38%

* Totals may not equal 100% due to rounding.

EMPLOYEE SATISFACTION

Table 5, Chart 5. Overall responses.

Table 5 and Chart 5 (pages 17-18) show the aggregated responses from all employee surveys, broken out by domain (Overall Satisfaction, Work Environment, Training, Supervision, and Management). Each item is broken out by the percentage of respondents answering Excellent, Good, Fair or Poor.

Table 5 displays the Excellent/Good/Fair/Poor breakouts for each question on the employee survey by survey domain.

Chart 5 displays the Excellent/Good/Fair/Poor breakouts for each question on the employee survey. The satisfaction questions are listed first, with the remaining questions ranked by highest percent 'Excellent.'

TABLE 5. EMPLOYEE SATISFACTION

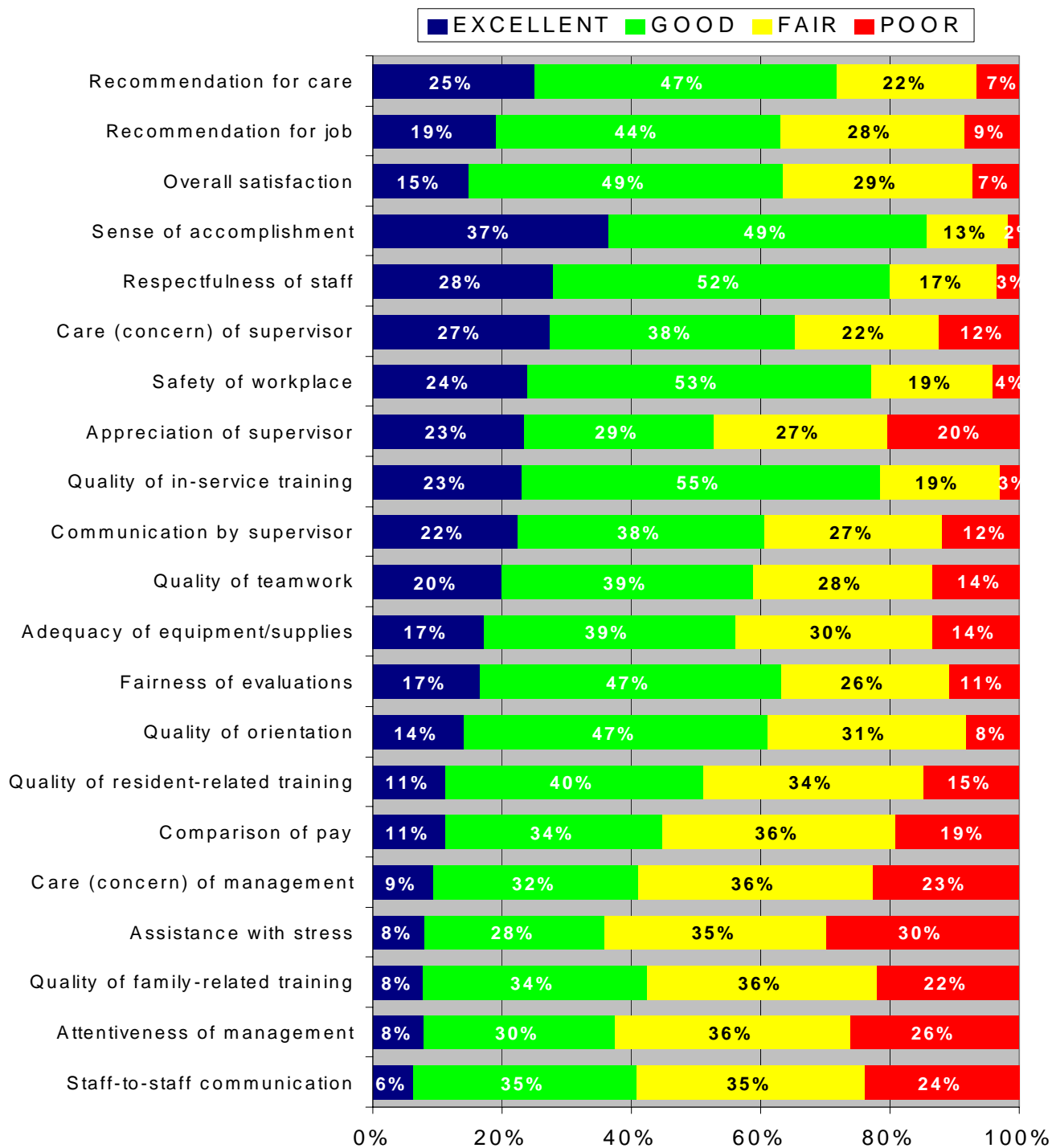
Table 5. Aggregate response percentages for each question on the employee survey – for all Ohio facilities. Ranked by highest percent ‘Excellent’ within each domain.

	Excellent	Good	Fair	Poor
Overall Satisfaction				
Recommendation for care	25%	47%	22%	7%
Recommendation for job	19%	44%	28%	9%
Overall satisfaction	15%	49%	29%	7%
Work Environment				
Sense of accomplishment	37%	49%	13%	2%
Respectfulness of staff	28%	52%	17%	3%
Safety of workplace	24%	53%	19%	4%
Quality of teamwork	20%	39%	28%	14%
Adequacy of equipment/supplies	17%	39%	30%	14%
Fairness of evaluations	17%	47%	26%	11%
Comparison of pay	11%	34%	36%	19%
Assistance with stress	8%	28%	35%	30%
Staff-to-staff communication	6%	35%	35%	24%
Training				
Quality of in-service training	23%	55%	19%	3%
Quality of orientation	14%	47%	31%	8%
Quality of resident-related training	11%	40%	34%	15%
Quality of family-related training	8%	34%	36%	22%
Supervision				
Care (concern) of supervisor	27%	38%	22%	12%
Appreciation of supervisor	23%	29%	27%	20%
Communication by supervisor	22%	38%	27%	12%
Management				
Care (concern) of management	9%	32%	36%	23%
Attentiveness of management	8%	30%	36%	26%

* Totals may not equal 100% due to rounding.

CHART 5. EMPLOYEE SATISFACTION

Chart 5. Aggregate response percentages for each question on the employee survey – for all Ohio facilities. The three general satisfaction questions are listed first, with the remaining questions ranked by highest percent ‘Excellent.’



* Totals may not equal 100% due to rounding.

EMPLOYEE SATISFACTION

Chart 6. Average scores.

Chart 6 (page 20) displays the average score for each question on the employee survey. The satisfaction questions are listed first, with the remaining questions ranked by highest average score.

CHART 6. EMPLOYEE SATISFACTION

Chart 6. Average score for each question on the employee survey – for all Ohio facilities. The three general satisfaction questions are listed first, with the remaining questions ranked by highest average score.

Average Score per Item

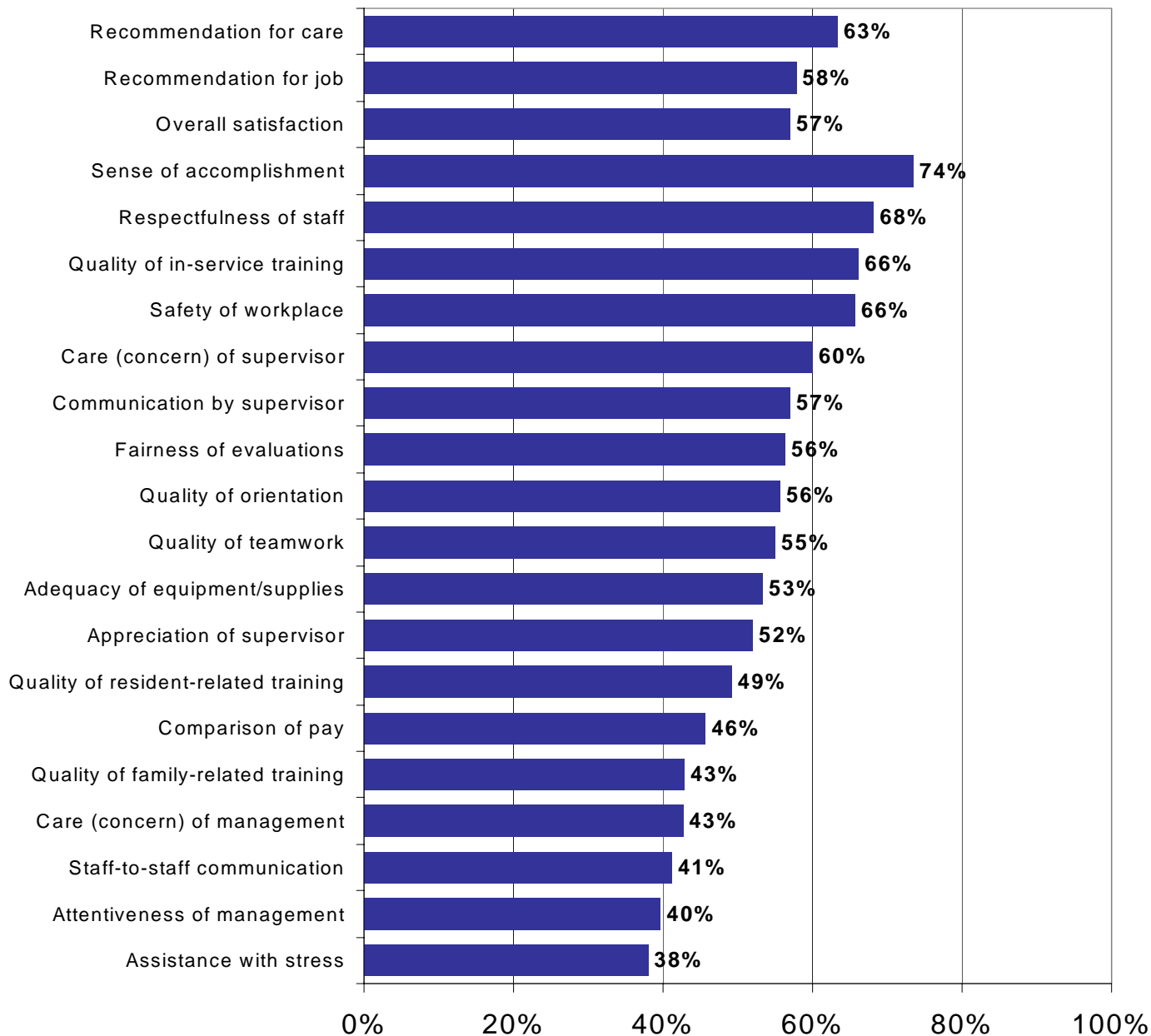


Table 6. Demographics.

Table 6 (page 22) displays aggregated demographic indicators for the employee surveys.

TABLE 6. DEMOGRAPHICS - EMPLOYEE

Table 6. Aggregate employee demographics – for all Ohio facilities.

SHADING INDICATES AREA WITH HIGHEST PERCENTAGE

AGE OF EMPLOYEE		GENDER OF EMPLOYEE		JOB CATEGORY	
19 or under	3%	Female	89%	CNA	31%
20 - 29	20%	Male	11%	Nurse	21%
30 - 39	22%			Nursing Admin.	3%
40 - 49	23%			Food Service	14%
50 - 59	22%			Social Services	1%
60 or over	10%			Hskg./Lndry./Maint.	11%
				Activities	3%
				Therapy/Rehabilitation	1%
				Business Office	3%
				Administration	4%
				Other Position	8%

SHIFT TYPICALLY WORKED		LENGTH OF EMPLOYMENT		HOMES WORKED AT IN THREE YEARS	
Days	67%	Less than 1 month	2%	Just this one facility	75%
PMs	16%	1 - 3 mo.	6%	2 - 3 facilities	24%
Nights	10%	3 mo. - 1 yr.	13%	Four or more facilities	2%
Rotating	7%	1 - 2 yrs.	13%		
		2 - 5 yrs.	25%		
		5 - 10 yrs.	18%		
		More than 10 yrs.	23%		

ENGLISH AS FIRST LANGUAGE		HOURS WORKED IN TYPICAL WEEK	
Yes	99%	Less than 10 hours	2%
No	1%	10 - 20 hours	6%
		20 - 30 hours	13%
		30 - 40 hours	58%
		More than 40 hours	21%

* Totals may not equal 100% due to rounding.

FAMILY / RESIDENT / EMPLOYEE SATISFACTION

Tables 7—9, Charts 7—12. Comparisons to My InnerView database.

The next tables and charts (pages 24-29) show comparisons of Ohio overall to the My InnerView database.

Table 7/Chart 7 displays the average score for each question on the family survey for Ohio overall, compared to the My InnerView database average scores. The chart on the right displays the percent difference between the two average scores.

Chart 8 displays the average family recommendation score, Ohio versus My InnerView, for specific demographics: “Resident length of stay,” “Frequency of visit” and “Reason for choosing facility.”

Table 8/Chart 9 displays the average score for each question on the resident survey for Ohio overall, compared to the My InnerView database average scores. The chart on the right displays the percent difference between the two average scores.

Chart 10 displays the average resident recommendation score, Ohio versus My InnerView, for specific demographics: “Resident length of stay,” “Frequency of visit” and “Reason for choosing facility.”

Table 9/Chart 11 displays the average score for each question on the employee survey for Ohio overall, compared to the My InnerView database average scores. The chart on the right displays the percent difference between the two average scores.

Chart 12 displays the average employee recommendation score, Ohio versus My InnerView, for specific demographics: “Job category,” “Shift worked,” “Length of employment” and “Hours worked per week.”

TABLE 7 / CHART 7. FAMILY SATISFACTION

Table 7. Average score for questions on the family surveys for all Ohio facilities, compared to overall My InnerView database average scores. Scores are rounded.

	Ohio Overall	MIV Database
Quality of meals	58%	60%
Cleanliness of premises	67%	69%
Adequacy of staff	54%	55%
Respect for privacy	69%	70%
Recommendation to others	69%	70%
Responsiveness of management	66%	67%
Overall satisfaction	69%	70%
Attention to resident grooming	61%	61%
Quality of dining experience	59%	59%
Religious/spiritual opportunities	67%	68%
Choices/preferences	67%	68%
Competency of staff	71%	71%
Safety of facility	75%	75%
Security of personal belongings	56%	56%
Respectfulness of staff	77%	77%
Care (concern) by staff	73%	72%
Resident-to-resident friendships	71%	71%
Quality of RN/LVN/LPN care	75%	75%
Meaningfulness of activities	68%	67%
Resident-to-staff friendships	73%	73%
Quality of CNA/NA care	70%	69%
Commitment to family updates	74%	73%
Quality of laundry services	61%	59%
Quality of rehabilitation therapy	69%	67%

Chart 7. Difference between Ohio averages and the My InnerView database average, from negative to positive.

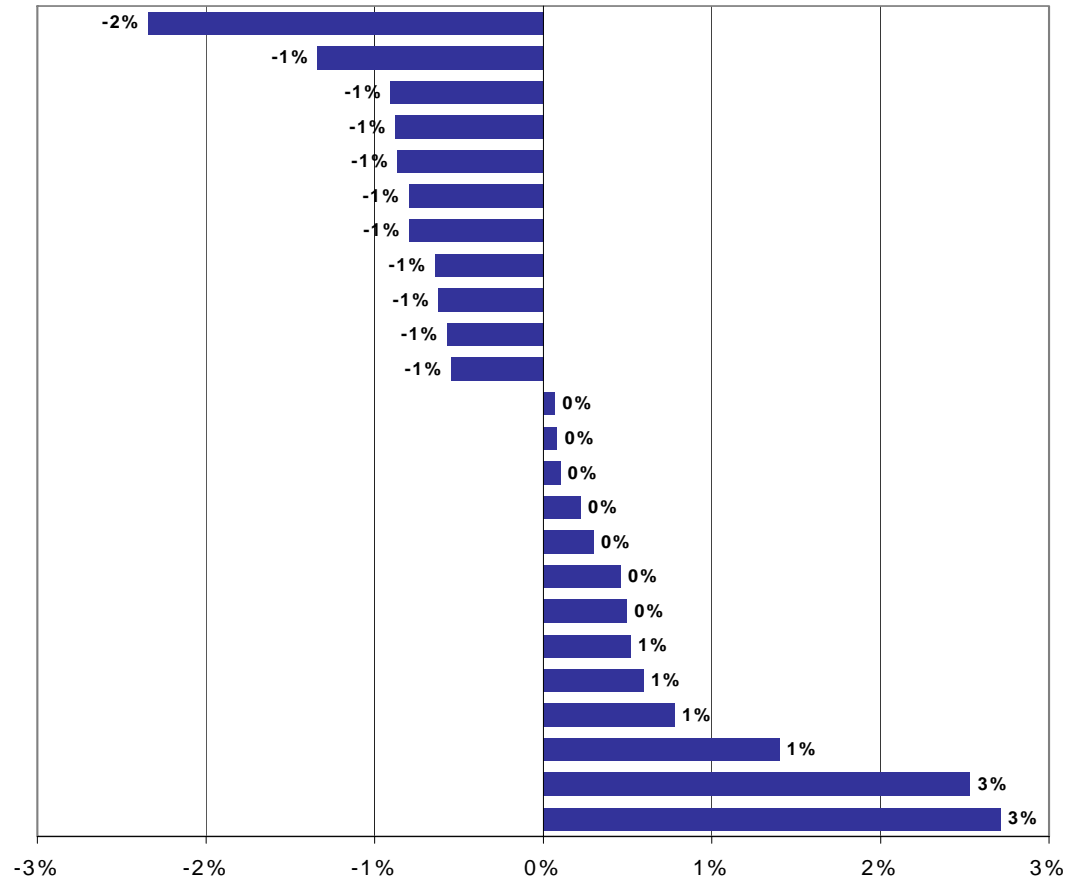


CHART 8. FAMILY SATISFACTION

Chart 8. Average family recommendation scores for Ohio (light shade/black numbers) and My InnerView (dark shade/white numbers), broken out by selected demographic.

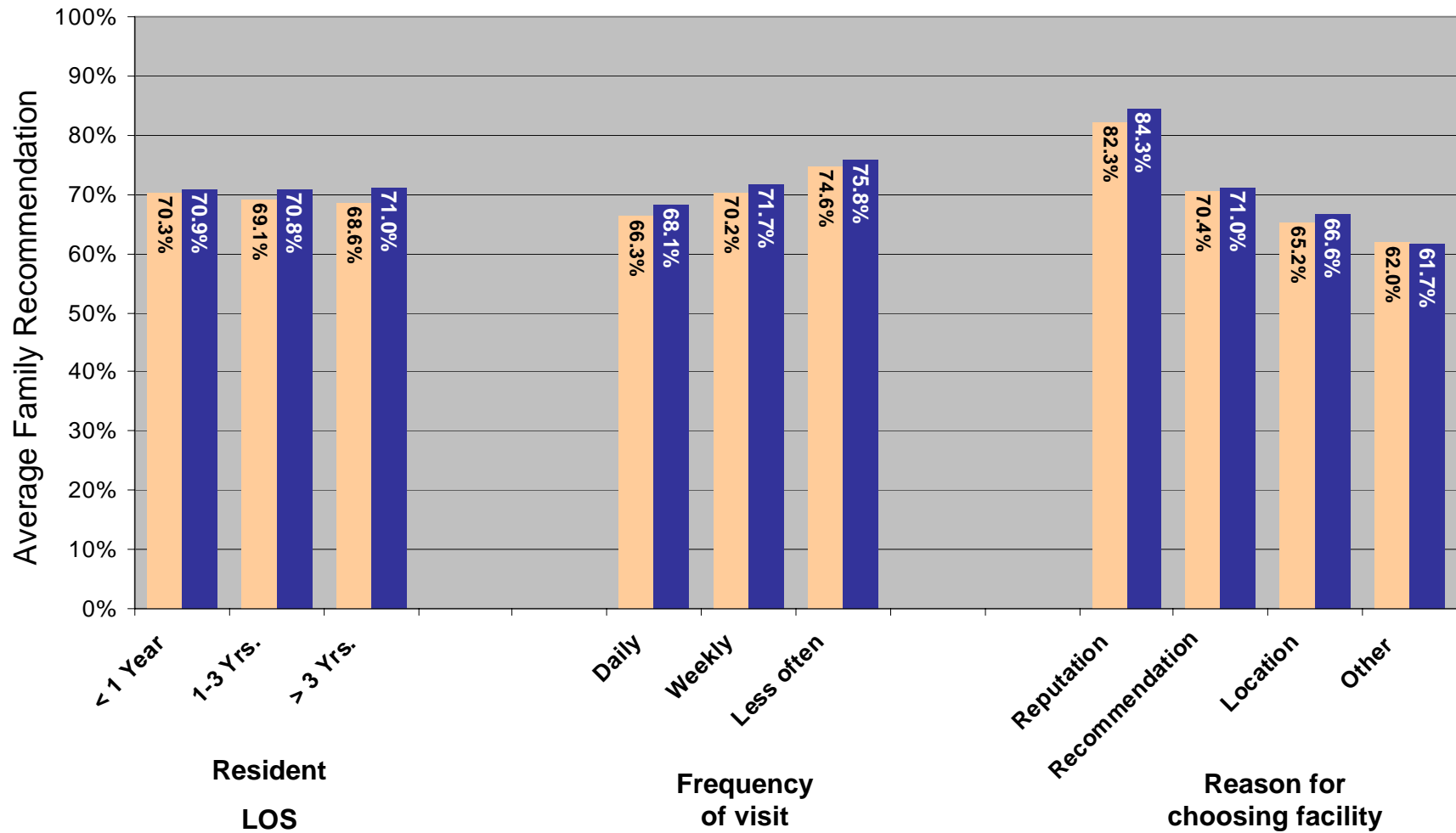


TABLE 8 / CHART 9. RESIDENT SATISFACTION

Table 8. Average score for questions on the resident surveys for all Ohio facilities, compared to overall My InnerView database average scores. Scores are rounded.

	Ohio Overall	MIV Database
Quality of meals	50%	54%
Security of personal belongings	58%	61%
Cleanliness of premises	69%	72%
Recommendation to others	67%	70%
Quality of dining experience	56%	59%
Quality of laundry services	62%	64%
Overall satisfaction	67%	69%
Commitment to family updates	60%	62%
Attention to resident grooming	65%	67%
Religious/spiritual opportunities	68%	70%
Care (concern) by staff	69%	71%
Choices/preferences	64%	66%
Competency of staff	68%	70%
Responsiveness of management	61%	62%
Respect for privacy	68%	69%
Quality of CNA/NA care	69%	70%
Adequacy of staff	56%	57%
Resident-to-staff friendships	71%	72%
Resident-to-resident friendships	70%	71%
Quality of RN/LVN/LPN care	74%	75%
Safety of facility	75%	75%
Meaningfulness of activities	69%	68%
Respectfulness of staff	76%	75%
Quality of rehabilitation therapy	71%	71%

Chart 9. Difference between Ohio averages and the My InnerView database average, from negative to positive.

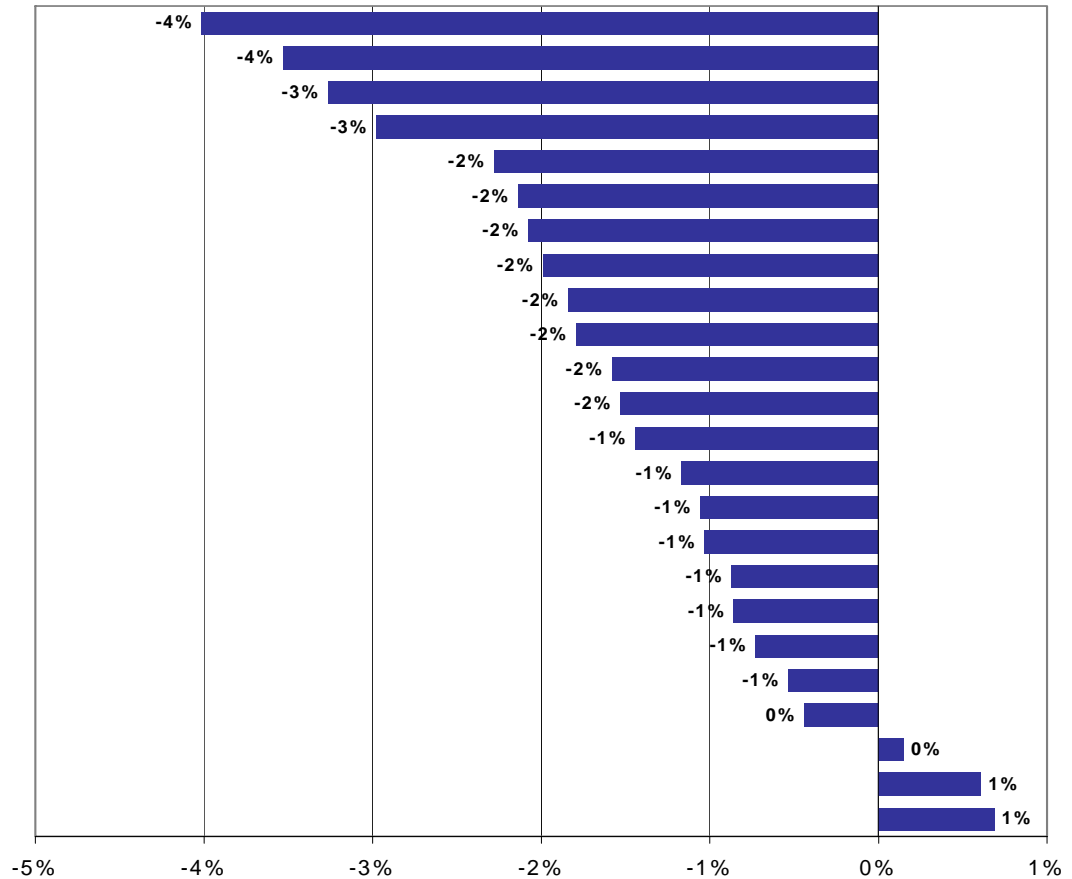


CHART 10. RESIDENT SATISFACTION

Chart 10. Average resident recommendation scores for Ohio (light shade/black numbers) and My InnerView (dark shade/white numbers), broken out by selected demographic.

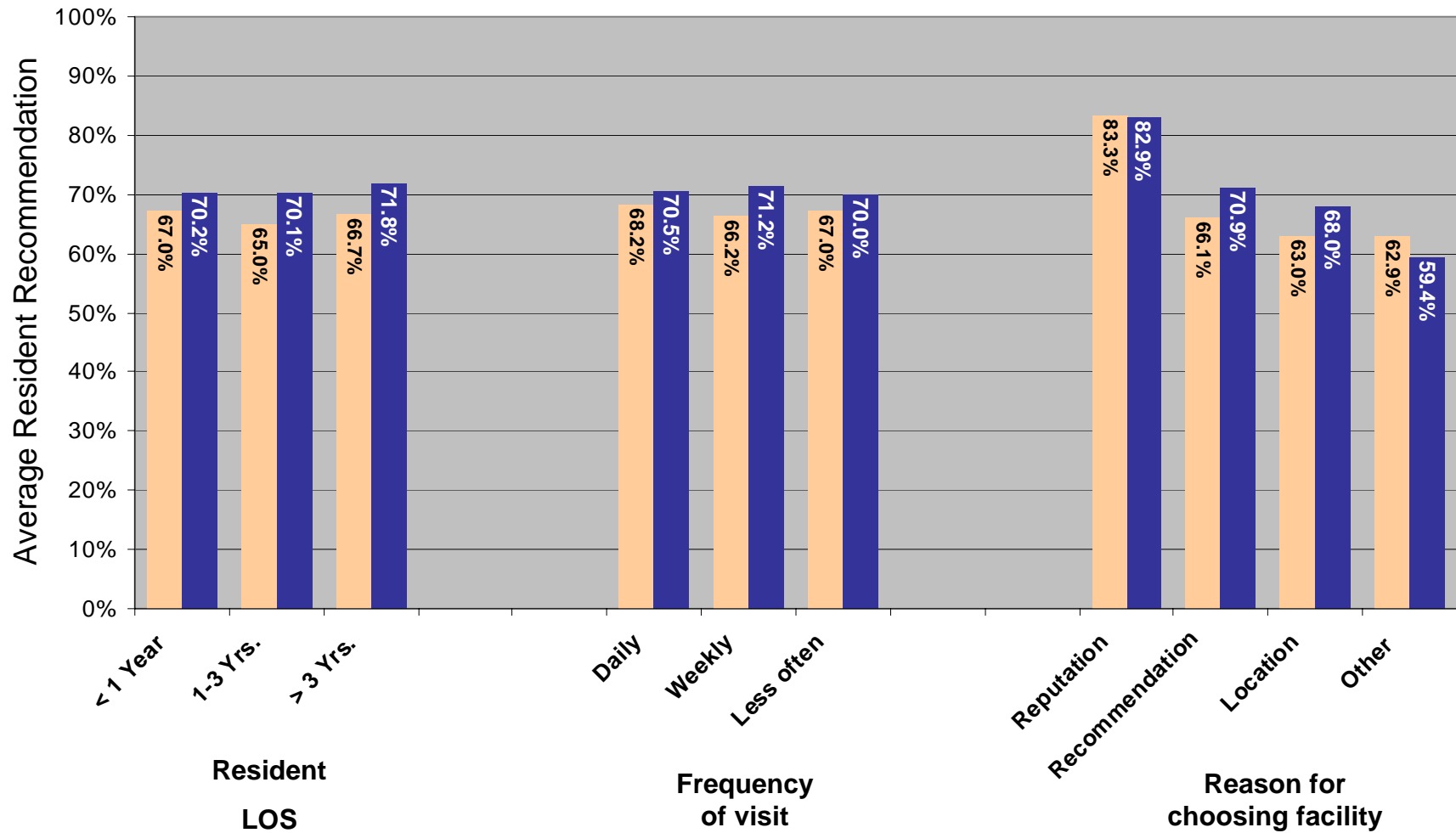


TABLE 9 / CHART 11. EMPLOYEE SATISFACTION

Table 9. Average score for questions on the employee surveys for all Ohio facilities, compared to overall My InnerView database average scores. Scores are rounded.

	Ohio Overall	MIV Database
Attentiveness of management	40%	45%
Care (concern) of management	43%	47%
Staff-to-staff communication	41%	44%
Quality of orientation	56%	57%
Adequacy of equipment/supplies	53%	55%
Quality of family-related training	43%	44%
Recommendation for care	63%	65%
Respectfulness of staff	68%	69%
Appreciation of supervisor	52%	53%
Fairness of evaluations	56%	57%
Assistance with stress	38%	39%
Quality of teamwork	55%	56%
Quality of resident-related training	49%	50%
Communication by supervisor	57%	57%
Recommendation for job	58%	58%
Safety of workplace	66%	66%
Care (concern) of supervisor	60%	60%
Overall satisfaction	57%	57%
Sense of accomplishment	74%	73%
Quality of in-service training	66%	63%
Comparison of pay	46%	40%

Chart 11. Difference between Ohio averages and the My InnerView database average, from negative to positive.

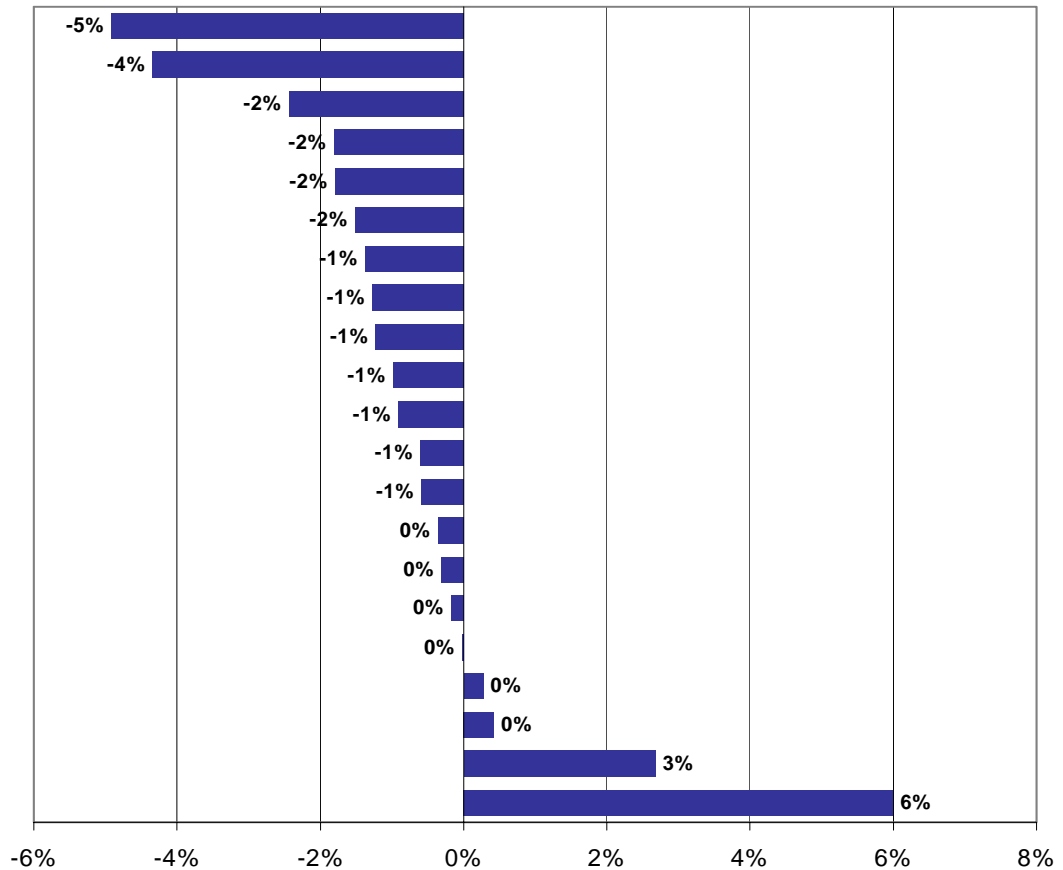


CHART 12. EMPLOYEE SATISFACTION

Chart 12. Average job recommendation score for Ohio (light shade/black numbers) and My InnerView (dark shade/white numbers), broken out by selected demographic.

