



2007 Long-Term Care Facility Resident  
Satisfaction Survey

RCF SURVEY FINDINGS  
REPORT

Prepared for  
The Ohio Department of Aging

February 2008



## Table of Contents

	Page
EXECUTIVE SUMMARY.....	i
SECTION 1. Data collection methods.....	1-1
1.1 Survey Instrument .....	1-1
1.2 Summary of Data Collection .....	1-1
SECTION 2. Data Analysis and Technical Description .....	2-1
2.1 Sampling.....	2-1
2.2 Data Summary .....	2-1
2.3 Data Auditing.....	2-6
2.4 Scoring.....	2-8
2.5 Data Transfer & Reporting .....	2-11
SECTION 3. RCF Validation Analysis.....	3-1
SECTION 4. RCF Resident satisfaction Survey Results .....	4-1
SECTION 5. Conclusion .....	5-1

## List of Tables

	<b>Page</b>
Table 1. Data Summary Report for Residential Care Facilities .....	2-2
Table 2. Residential Care Facilities Margin of Error Not Met .....	2-4
Table 3. Response Conversion .....	2-9
Table 4. Items Deleted After Validation Analysis .....	4-4
Table 5. Statewide RCF Resident Satisfaction Item Scores .....	4-1
Table 6. Statewide Domain Scores.....	4-6
Table 7. RCF Overall Satisfaction Score Margin of Error .....	4-6
Table 8. Ten Items with the Highest Resident Satisfaction Scores.....	4-7
Table 9. Ten Items with the Lowest Resident Satisfaction Scores.....	4-8
Table 10. RCFs with High and Low Item Scores .....	4-9

# Executive Summary

## EXECUTIVE SUMMARY

The Ohio Department of Aging (ODA) was charged by the Ohio legislature in 2005 (Ohio Revised Code section 173.47) to publicly disseminate consumer satisfaction information for all long-term care facilities. ODA awarded Vital Research, LLC (VR) contract #CSP907607 to conduct interviews with residents in all nursing homes (NH) and residential care facilities (RCF) in the state for the 2007 Ohio Long-Term Care Facility Resident Satisfaction Survey. The Survey provided NHs and RCFs with valid and reliable results to guide their quality improvement efforts and added a consumer satisfaction component to the Ohio Long Term Care Consumer Guide (<http://www.ltcoho.org>). The contract went in effect on May 30, 2007. The contract required a written report of survey findings. NH and RCF reports will be submitted separately.

This report will provide ODA with a comprehensive understanding of how satisfied residents are with their lives in Ohio RCFs as measured by the resident satisfaction survey developed by researchers at the Scripps Gerontology Center at Miami University of Ohio, and the Margaret Blenkner Research Institute of Benjamin Rose in Cleveland, Ohio. This report is divided into the following sections: 1) Data Collection Methods; 2) Data Analysis and Technical Description; and 3) RCF Validation Analysis; and 4) RCF Resident Satisfaction Survey Results.

In Section 2, tables will display statewide aggregate data for the following:

- Facility and resident participation rates
- Resident demographics

In Section 4, tables will display data for the following:

- Statewide item scores (mean, median, range)
- Statewide domain scores (mean, median, range)
- RCF Overall Satisfaction score margin of error
- Statewide high and low satisfaction results by item
- RCFs with high and low item scores

The report will culminate in a summary that provides an overview of the 2007 Ohio Residential Care Facility Resident Satisfaction Survey results.



**Section 1**  
**Data Collection Methods**

## **SECTION 1. DATA COLLECTION METHODS**

### **1.1 Survey Instrument**

The RCF resident satisfaction survey instrument was developed and tested by Scripps Gerontology Center at Miami University of Ohio, and the Margaret Blenkner Research Institute of Benjamin Rose in Cleveland, Ohio. This is the first time that an RCF resident survey has been administered in a statewide project. The RCF instrument was modified based on results from the pretest and on phone conferences with ODA in 2007.

### **1.2 Summary of Data Collection**

ODA provided a list of all RCFs (544) in the state. VR contacted each RCF to schedule an interview date(s) starting in July 2006. Facilities were asked to provide an electronic census list of all residents two week prior to their scheduled date. This census list was imported into an Access database that calculated the target number of interviews to complete at each facility in order to meet the 10% margin of error and generated a randomly selected list of residents to approach for interview. Interviewers were trained to approach any resident on their list, with the exception of residents in isolation or whose legal guardian declined, as indicated on a list from the facility. If interviewers were unable to complete the target number of interviews on the originally scheduled date(s), the facility was asked to schedule a return date. Interviewers submitted data weekly, and data were scanned, logged, and audited for accuracy on an ongoing basis. VR maintained a high level of quality control through maintaining high standards during interviewer recruitment, training, regular field supervision, eliciting interviewer and facility feedback, and performing data audits. A complete description of data collection is provided in the narrative report of process evaluation that was submitted to ODA on January 4, 2008.

## Section 2

# Data Analysis and Technical Description



## SECTION 2. DATA ANALYSIS AND TECHNICAL DESCRIPTION

### 2.1 Sampling

A 10% margin of error was required by ODA for the statewide and facility-level results. The sampling plan determined the number of completed interviews required for the results to be considered representative of the resident population to a (+/-) 10% margin of error. The number of interviews required to meet the margin of error was based on the census list we received from each facility.

#### *Resident Selection*

For the 2007 Ohio Survey, all residents were to be included to participate in the satisfaction survey. Facilities provided VR with census data that included for each resident:

- First and last name
- Date of birth
- Admission date
- Room number

The census data on each resident was imported into an Access Census database. Each resident was assigned an arbitrary, sequential resident ID number for data collection purposes. Residents in isolation on the day of the interviews and residents whose legal guardian declined participation were excluded.

A few small facilities that had only short-stay residents were asked to submit their census list to the interviewer on their scheduled interview date. The interviewer was then instructed to assign ID numbers to each resident and refer to a sampling table to determine the number of interviews to complete.

### 2.2 Data Summary

#### *Facility Participation Rate*

VR received a spreadsheet with contact information for 556 NHs from ODA. The spreadsheet was programmed into the Project Management database for scheduling. This list of facilities was audited throughout the project. Twelve RCFs closed during the project and were removed from the Project Management database, leaving 544 RCFs. In all, 529 of 544 RCFs agreed to participate in the survey for a 97% participation

rate. Reports of facilities that closed or refused to participate were sent to ODA on a regular basis.

*Residential Care Facility Response Rate and Demographics*

The 529 RCFs had the capacity to accommodate 37,461 residents. At the time of the survey statewide occupancy was 62% (23,195 residents). 9,805 residents were approached for an interview and 9,279 complete and incomplete interviews were conducted, resulting in a resident participation rate of 95%. RCF residents were given the option to fill out the survey themselves if they did not want to be interviewed. One hundred and twenty-nine RCF residents (1%) elected to fill out the survey themselves. The average number of surveys completed at each RCF was 17, with a range of 1 to 33 surveys (a combination of interviews and self-administered).

Interviewed RCF residents ranged in age from 20 to 109 years with an average of 85 years. Twenty-seven percent of interviewed residents were male, and 73% female. The length of stay for interviewed residents ranged from less than one year to 36<sup>1</sup> years with an average of 2.2 years.

*Data Summary Report*

Table 1 below contains the data summary report for 529 participating RCFs.

Table 1. Data Summary Report for Residential Care Facilities

	Sample Size	Population	Percentage
Participating Facilities	529	544	97%
Total Residents (Census)	23,195	37,461 capacity	62%
Approached Residents	9,805	23,195	42%
Unsuccessful Interview Attempts	526	9,805 approached	5%
• Refused Interviews	247		3%
• Unable to Respond to Questions	104		1%
• Discharged	54		<1%
• Hospitalized/Ill	48		<1%
• Deceased	34		<1%
• Other	39		<1%
Interviews Started	9,279	9,805	95%

<sup>1</sup> The scanner is programmed to catch out of range values for length of stay over 30 years. There were 4 RCF residents whose length of stay was over 30 years, ranging from 31-36.

Table 1. Data Summary Report for Residential Care Facilities

	Sample Size	Population	Percentage
		approached	
Completed Interviews	9,202	9,279 started	99%
Incomplete Interviews	77	9,279 started	<1%
<ul style="list-style-type: none"> <li>• Incomplete due to inability to respond</li> </ul>	27		<1%
<ul style="list-style-type: none"> <li>• Incomplete due to refusal to continue</li> </ul>	14		<1%
<ul style="list-style-type: none"> <li>• Incomplete due to fatigue</li> </ul>	5		<1%
<ul style="list-style-type: none"> <li>• Incomplete due to other reason</li> </ul>	31		<1%
Self-completed interviews	129	9,279 started	1%
Interviews with Assistance*	109	9,279 started	1%

\*Assistance was mostly provided by family members

*Margin of Error*

The margin of error was met in 518 out of the 529 participating nursing homes (98%). In the eleven residential care facilities where the margin of error was not met, we returned to re-approach residents who were out of the facility, were unable to respond, or refused during the first visit. Detailed explanations of why the margin of error was not met at these facilities are provided in Table 2 below.

Table 2. Residential Care Facilities Margin of Error Not Met

FID	Name of Facility	Number of Residents	Number of Interviews to be Completed	Actual Number of Interviews Completed	Comments
0355R	NORTHVIEW SENIOR LIVING CENTER	6	5	4	1 resident unable to respond to questions and 1 refused once during their regularly scheduled date, and again during the scheduled mop up date.
0522R	DEE-MARET CARE CENTER	10	5	3	Staff would not let interviewer approach residents on his own. 3 residents refused. Staff would not let interviewer approach any more residents.
0848R	WASHINGTON COUNTY WOMAN'S HOME	11	6	5	2 residents in the hospital, 1 resident discharged/moved, 1 deceased, 2 residents' legal guardians decline participation.
1470R	GRACE BRETHREN VILLAGE	4	4	3	1 resident started an interview, but was unable to continue. That resident had been transferred before we could schedule interviews to return.
1631R	HERITAGE MANOR NURSING HOME	5	5	4	1 resident deceased.
1861R	GLENMONT	5	5	3	1 resident refused and 1 resident's legal guardian declined participation.
1871R	WINDSONG AT CHAMBREL	5	5	4	1 resident deceased.
2186R	COMMUNITY'S HEARTH AND HOME AT EL CAMINO	20	11	9	1 resident's legal guardian declined participation, 2 residents unable to continue with a started interview, and 8 residents were able to respond to the questions.

Table 2. Residential Care Facilities Margin of Error Not Met

FID	Name of Facility	Number of Residents	Number of Interviews to be Completed	Actual Number of Interviews Completed	Comments
2253R	MINNIE K WILSON HOUSE	9	5	4	1 resident deceased, 3 residents were too sleepy/ unable to rouse, and 1 resident was unable to respond to questions.
2415R	CARLIN HOUSE	23	11	6	7 residents in isolation, 6 residents refused, 2 residents in the hospital, 1 resident discharged. The facility did not want us to return.
2463R	VILLA ST. JOSEPH	6	5	3	3 resident's legal guardian declined participation.

## 2.3 Data Auditing

Facility data arrived at the VR office via Federal Express on a daily basis. The Project Manager oversaw the processing of incoming data. The project team followed procedures that ensured the timely logging, scanning, and auditing of the data. Data were checked for accuracy during each step of the process.

### *Logging the Data*

The Data Specialist checked the facility information forms and counted the number of completed interviews at each facility. After this initial check, the Data Specialist logged the following information into the Project Management database:

- Number of residents in isolation
- Number of residents whose legal guardian declined participation
- Number of completed interviews
- Number of incomplete interviews
- Number of residents approached who were not interviewed
- Number of residents who filled out the survey themselves

Each survey form was carefully checked to make sure that a complete interview was indeed complete. Any interviewer issues, such as writing on the survey, were also noted and interviewers received reminders, coaching, and re-training. If the number of complete surveys did not meet the target number to complete, the facility was called to schedule a return visit.

### *Scanning of Survey Forms*

After data were logged, the Data Management Analyst then turned the survey forms over to the Data Entry Specialist who completed all the scanning. The scanner was programmed so that any out of range data values, such as 13 for the month of the year or 1842 for the year of birth, or stray marks were identified and the scanner would stop. The scanner would also stop and provide an error message if the interviewer marked two answers. The following rules were applied to the marking of two answers:

- If both Yes (always or sometimes) and No (hardly ever or never) are filled in – Select DK/NA/NR
- If both Yes (always or sometimes) and DK/NA/NR are filled in - Select Yes (always or sometimes)

- If both No (hardly ever or never) and DK/NA/NR are filled in – Select No (hardly ever or never)
- If both Yes, Always and Yes, Sometimes are filled in – Select Yes, Always
- If both No, Never and No, Hardly Ever are filled in – Select No, Never

After the Data Entry Specialist corrected the error, scanning was resumed.

### *Auditing of Scanned Data*

The Analyst programmed SPSS for Windows v.15 to identify duplicate surveys, surveys with selected out-of-range or contradictory values, and surveys with too many DK/NA/NR answers. Each survey identified in this process was hand-checked and corrected when possible. Sometimes it was necessary to check the resident lists to correct date of birth or gender.

### *Out of Range Values*

The most frequent errors were interview time errors. For example, if the interviewer recorded an earlier time as the end time than the start time, the calculated interview time would result in a negative value. Each identified survey was looked up and the data file and survey form were corrected wherever possible. Any out of range values such as negative interview times, ages > 110 years, etc. were set to missing prior to final analysis and electronic submission.

### *Too Many DK/NA/NR Answers*

SPSS was also programmed to flag any surveys that had 25 or more DK/NA/NR answers. The Project Manager looked at the response pattern on the survey to determine if the interview should be deemed incomplete and interviewers needed to return to the facility to complete more interviews. This year, interviewers had to return to 7 residential care facilities due to too many DK/NA/NR answers on a survey.

## 2.4 Scoring

VR was responsible for calculating facility item, domain, and overall scores based on consumer satisfaction survey rules and instructions for calculating scores provided by ODA. Two data analysts programmed ODA scoring rules using two different statistical software packages (SAS 9.0 and SPSS 15.0) for the purpose of crosschecking scoring accuracy. Discrepant results required clarification and correction of programming logic until 100% agreement was achieved. Final analysis and scoring of the data were conducted in SAS 9.0. The procedures for calculating scores are described in this section.

### *Respondent Inclusion*

Data from all complete interviews were included in developing facility and statewide scores. In addition, incomplete interviews were included if at least 10% of the survey items had been answered. Data from residents that were approached but not interviewed were not included.

### *Assigning Value to Response Categories*

Each resident satisfaction survey form was scanned using an NCS Opscan 6 scanner. Items 1 through 52 of the RCF survey were scored during scanning as follows:

- Yes, always = 1
- Yes, sometimes = 2
- No, hardly ever = 3
- No, never = 4
- DK/NA/NR = 5

The output file from the NCS scanner was a fixed-field ASCII file.

### *Skip Patterns*

There was one skip pattern in the RCF survey. If a resident answered “DK/NA/NR” to the following questions, the SAS program converted all responses to specific follow-up questions to the SAS missing value.

- Question 35: Do you get your clothing back from the laundry?
- a. Interviewer instructed to skip to question 37. SAS converted any responses to question 36 to missing.

## Calculating Item Percentages And Number Of Respondents Per Item

### 1. Item Percents

- a. Percentages for the response categories of Always, Sometimes, Hardly Ever, Never, and DK/NA/NR for each item by each facility were calculated using the PROC FREQ procedure in SAS. The resulting percentages were output to a SAS dataset.
- b. If any response category percent was missing it was converted to a value of zero (0).
- c. All response category percents were rounded to the nearest whole number (i.e., 45.3% was rounded to 45%).

### 2. Number of Respondents Per Item

- a. The number of respondents per item in each facility was calculated using the PROC MEANS procedure in SAS. PROC MEANS outputs the number of respondents for each item in each facility into a SAS dataset.

## Calculating Item Scores For Reporting Facility Means

All survey items were positively worded. Responses to items were converted so that the higher the value the more positive the response based upon a scale of 0 to 100. Table 3 shows how each response was converted.

Table 3. Response Conversion

Original Scanned Value	Label	Converted Value
1	Always	100
2	Sometimes	67
3	Hardly Ever	33
4	Never	0
5	DK/NA/NR	System missing value (.)

1. Average item scores at the resident and facility levels used the 100-point scale.
2. Average scores were calculated using the PROC MEANS procedure in SAS. PROC MEANS outputs the mean for each item by FODA id into a SAS dataset. The item means were then rounded to the nearest 10<sup>th</sup> value (i.e. 98.43 is rounded to 98.4).

3. Invalid scores were set to missing in SAS (no responses in the Always to Never categories).

### *Missing Scores*

Sometimes an item score could not be calculated because none of the respondents answered the question within the “Always” to “Never” categories or there were not enough responses to calculate a domain score. Invalid scores were set to missing in SAAS.

### *Calculating Domain Scores For Reporting Facility Means*

1. Test to see if a respondent (resident) can be included in a specific domain score (average of the items in a domain) calculation. The following rules apply to the calculation of a domain score.
  - a. A response was considered "valid" for an individual item if the resident answered within the range of "Always" through "Never". Blank data or a response of "DK/NA/NR" was NOT valid.
  - b. A domain score was calculated for a resident if a "valid" answer was provided for at least  $n-2$  items, where "n" represents the number of items in a domain. For example, the "MEALS AND DINING" domain contained 5 items. A resident must have expressed a "valid" (answered in the range of "Always" to "Never") response for at least 3 out of the 5 items ( $5-2=3$ ) in order to be included in the calculation of the MEALS AND DINING average domain score.
  - c. In the SAS program the rules described above were tested by first creating a variable for each item on the resident survey (items 2-51) that was assigned a value of "1" each time a valid response was provided by a resident. The "1's" were then summed for all the items within each domain to arrive at a total that represented the number of items that had a valid response. An average domain score was then calculated for a resident if and only if the  $n-2$  rule was achieved. Otherwise the score was set to the SAS system missing value.
2. Calculate facility scores for each domain.
  - a. A domain score for a facility was calculated by averaging the valid domain scores for all facility residents as described in sections 2a-c above. This was done using the PROC MEANS procedure in SAS. PROC MEANS outputs the mean for each domain by FODA id into a SAS dataset. The domain scores were then rounded to the nearest 10<sup>th</sup> value (i.e. 98.43 is rounded to 98.4).
  - b. In facilities that did not meet the rules outlined in section 1a-c, the domain score was assigned the SAS system missing value.

3. Calculate the facility overall score  
ODA required that the overall score be computed as the average of items 2-51 for all residents included for scoring in each facility.

### *Statewide Average Scores*

Statewide average item, domain, and overall scores were calculated by averaging the results from all 529 participating facilities.

## **2.5 Data Transfer & Reporting**

RCF data were to be submitted to ODA in four formats following an agreed upon schedule: Facility Overall Satisfaction Scores, Consumer Guide Upload File, Facility-level PDF report Access database, and raw data. All files were password-protected.

### *Submission of Facility Overall Satisfaction Scores*

VR submitted a DAT file containing overall satisfaction scores and response rates for each participating RCF on February 8, 2008. The overall satisfaction score file included the following data:

- Facility ID
- Aspen ID
- Medicaid ID
- Facility Name
- Overall Satisfaction Score
- Margin of Error Met (Yes or No)
- Survey surplus (difference between number of surveys completed and number needed to meet the margin of error)

### *Submission of Consumer Guide Upload File*

VR submitted the RCF Consumer Guide Upload File to ODA on February 5, 2008. The DAT file included item scores and response rates for all participating RCFs:

- FODA ID
- Aspen ID
- Provider Name
- Subject (domain)
- Question (item) number
- Question text

- Always (percentage of respondents answering “always” – not used for web site upload but provided for possible need in the future)
- Sometimes (percentage of respondents answering “sometimes” – not used for web site upload but provided for possible need in the future)
- Hardly Ever (percentage of respondents answering “hardly ever” – not used for web site upload but provided for possible need in the future)
- Never (percentage of respondents answering “never” – not used for web site upload but provided for possible need in the future)
- Average (facility average item score on a 0-100 point scale)
- N Item (number of residents answering Always to Never)
- N Surveys (number of completed surveys for the facility)
- CompNeef (number of completed surveys needed for the facility to meet the margin of error)
- Margin of Error Met (Yes or No)

A separate file included domain scores for each RCF and included the following data:

- FODA
- Aspen ID
- Domain
- Average (domain score calculated according to n-2 procedure)
- Responses (sum of responses for each item in domain)

*Submission of Facility-level PDF Report Access Database*

VR delivered an Access databases for RCFs containing a user-friendly menu to generate individual facility reports. The design of the 2006 Family Survey report was used as a template for the 2007 RCF Resident Report. The RCF Facility-level PDF reports included scores for the six items that were deleted after validation analysis and a brief summary of the analysis (See Section 3 for more information). A sample RCF PDF report format was approved by ODA. Data files were transformed and imported into Access for report generation. The facility-level reports included the following data:

- The number of completed interviews required to meet +/- 10% Margin of Error.
- Facility-level and statewide demographic information:
  - Average age of residents
  - Percent male and percent female residents
  - Percent interview status (not interviewed, incomplete, complete)
  - Reason Why Residents were Not Interviewed
  - Reason Why Interviews were Incomplete
  - Assistance with Interview

- Number of Residents who filled out the survey themselves
- Survey Results
  - Facility item scores (based on residents' valid answers on a 0-100 point scale)
  - Statewide average item scores
  - Statewide low and high item scores
  - Facility domain scores
  - Statewide average domain scores
  - Statewide low and high domain scores
  - Facility overall satisfaction score
  - Statewide average overall satisfaction score
  - Statewide low and high overall satisfaction scores
- Facility Response Frequencies for each item
  - Percentage of "always" answers
  - Percentage of "sometimes" answers
  - Percentage of "hardly ever" answers
  - Percentage of "never" answers
  - Number of residents not answering the question (DK/NA/NR or blank)

ODA was responsible for distributing the printed reports. The RCF Facility-level PDF Report Access database was submitted to ODA on February 14, 2008.

#### Submission of Raw Data Files

VR will submit RCF raw data files according to an agreed upon schedule. The final data file will include all resident-level survey data, calculated variables (start time, end time, interview time, length of stay, resident age etc.), and all value and variable labels. The RCF final data file will be submitted to ODA in DAT format before the close of the project contract (June 30, 2008).

#### *Confidentiality of Data*

In keeping with HIPAA regulations about confidentiality, a number of measures were in place to ensure the privacy of data, as well as to reassure facility administrators. On the project website, administrators found a letter from ODA regarding VR's requirement to safeguard resident health information. Additionally, interviewers signed a confidentiality pledge during training. Any information about residents was kept private through the following precautions:

- All electronic data were stored on password-protected computers/servers accessible only to project staff.

- Computers and servers were protected by firewalls and security protocols that encrypt and block unauthorized access.
- Any documents or files sent via mail were traced via FedEx.
- All raw data forms and resident lists were held in a locked, limited-access office. In addition, the VR office is located in a limited access, secured building with 24-hour security.
- Electronic data elements will be deleted and hard copies of data will be shredded according to ODA's requirements.

## Section 3

# RCF Psychometric Analysis

### SECTION 3. RCF PSYCHOMETRIC ANALYSIS

This is the first time that the RCF resident survey instrument has been implemented in a statewide survey project. Observations in the field were used to inform the RCF survey validation analysis. During data collection, researchers from Scripps Gerontology Center conducted behavioral coding at two separate RCFs. During behavioral coding, research assistants observed face-to-face interviews to note any imperfections in interviewer question reading (i.e., switching words, stumbling over and having to repeat, etc.) and any problems with respondent answering (i.e., doesn't hear a word, doesn't understand a word, asks for clarification, repetition, etc.). These observations contributed to the validation analysis. Interviewer feedback collected at the end of the project regarding question wording or repetitiveness also contributed to the validation analysis. The raw RCF data were forwarded to analysts at Scripps Gerontology Center at Miami University of Ohio who validated each of the survey questions and the construction of domains. Decisions from this analysis were submitted to VR on January 11, 2008. VR calculated facility and statewide scores based on this analysis. Dr. Jane Straker at Miami University of Ohio will submit a full Psychometric Analysis Report to VR and ODA by March 30, 2008.

The psychometric analysis resulted in three major revisions to the survey.

1. Three survey questions were shifted between domains in order to strengthen the survey results:
  - Q5. Can you get snacks and drinks whenever you want them?
    - Moved from Choice domain to Care and Services domain.
  - Q18. Do the employees who take care of you know what you like and don't like?
    - Moved from Employees domain to Care and Services domain.
  - Q46. Do you feel comfortable here?
    - Moved from Environment domain to General domain.
2. Two domains were modified to strengthen their construction. The Employees domain was split into Employee Relations and Employee Responsiveness. The Environment domain was split into Facility Environment and Resident Environment.
3. Six survey questions did not meet standards for inclusion in the calculation of facility domain scores, facility overall satisfaction scores, or statewide scores, and were omitted from domain construction and overall scores:

- Q4. Can you go where you want to go?
  - Deleted from the Activities domain.
- Q11. Do you get the care and services that you need?
  - Deleted from the Care and Services domain.
- Q23. Overall, are you satisfied with the employees who care for you?
  - Deleted from the Employees domain.
- Q33. Is the dining area a pleasant place for you to eat?
  - Deleted from the Meals and Dining domain.
- Q48. Do the people who live here fit in well with each other?
  - Deleted from the General domain.
- Q49. Are you treated fairly here?
  - Deleted from the General domain.

When these questions were included in their respective domains, the domain construction was weakened. In the interest of reducing the number of survey questions and calculating strong domain scores they will be removed from future surveys. Many of these questions are highly related to other questions that remain in the survey. Scores for each of these questions were only reported on individual facility PDF reports. Scores for these items can be found in Section 4, Table 5.

## Section 4

# RCF Resident Satisfaction Survey Results

## SECTION 4. RCF RESIDENT SATISFACTION SURVEY RESULTS

The satisfaction data collected in the Ohio Long-term Care Facility Resident Satisfaction Survey gives voice to the residents of residential care facilities in Ohio. The 9,279 residential care facility residents who participated in this measurement contributed their perceptions about eleven domains of daily care and life. The domains are:

- Activities
- Choice
- Care and Services
- Employee Relations
- Employee Responsiveness
- Communications
- Meals and Dining
- Laundry
- Facility Environment
- Resident Environment
- General

As this was the first time the RCF survey was administered, validation analysis was conducted to determine final domain construction, and items to be dropped, if any. A total of six survey items were dropped and three items moved to other domains. A detailed explanation of the validation analysis can be found in Section 3.

### *Statewide Item Scores (Mean, Median and Range)*

Table 4 represents the statewide item scores. Table 5 represents the statewide scores for items that were deleted after validation analysis. The scores were calculated according to the technical description found in Section 2. The Mean is also referred to as the average score. The Median tells us that one half of the satisfaction scores fell above the Median and one half below. The range shows the lowest and highest satisfaction score for each item. The high score for all items is 100.

Table 4. Statewide RCF Resident Satisfaction Item Scores

Questions	Mean (SD)	Median	Range
<b>Activities</b>			
1 Do you have enough to do here?	83.9 (9.5)	85.0	41 - 100

Table 4. Statewide RCF Resident Satisfaction Item Scores

Questions		Mean (SD)	Median	Range
2	Do you get enough information about the activities offered here?	89.1 (9.5)	91.2	38.9 – 100
3	Are you satisfied with the activities offered here?	84.6 (9.6)	85.9	38.9 – 100
<b>Choice</b>				
6	Can you go to bed when you like?	96.5 (5.1)	98.4	66.5 – 100
7	Do the employees leave you alone if you don't want to do anything?	94.5 (5.9)	96.1	63.9 – 100
8	Do the employees let you do the things you want to do for yourself?	95.0 (5.6)	96.5	69.1 - 100
9	Are you free to come and go as you are able?	93.5 (7.7)	95.9	50 – 100
10	Are the rules here reasonable?	93.7 (6.0)	94.8	58.4 - 100
<b>Care and Services</b>				
5	Can you get snacks and drinks whenever you want them?	83.8 (13.2)	86.1	2.8 – 100
12	Do the employees explain your care and services to you?	83.2 (11.8)	84.7	33.5 – 100
13	Do you get your medications on time?	95.1 (5.3)	96.3	58.5 - 100
18	Do the employees who take care of you know what you like and don't like?	85.1 (10.2)	86.6	0 – 100
<b>Employee Relations</b>				
14	Are the employees courteous to you?	96.0 (4.3)	97.0	63.9 – 100
15	Can you depend on the employees?	92.4 (5.9)	93.4	66.8 – 100
16	Are the employees here friendly to you?	96.5 (4.1)	97.6	72.3 – 100
17	Do the employees treat you with respect?	96.8 (4.2)	98.2	66.7 – 100
<b>Employee Responsiveness</b>				
19	During the week, are employees available to help you if you need it?	94.4 (5.9)	95.9	66.5 – 100

Table 4. Statewide RCF Resident Satisfaction Item Scores

Questions		Mean (SD)	Median	Range
20	During the weekend, are employees available to help you if you need it?	89.2 (8.6)	90.5	50 - 100
21	During the evening and night, are employees available to help you if you need it?	92.0 (7.9)	93.7	59.2 - 100
22	Do you feel confident that the employees know how to do their job well?	91.4 (6.6)	92.6	67 - 100
<b>Communications</b>				
24	Are the people in charge available to talk with you?	90.7 (7.4)	91.8	63.7 - 100
25	Do the people in charge treat you with respect?	97.1 (4.3)	98.4	66.8 - 100
26	Would you feel comfortable making a complaint?	88.2 (10.9)	90.7	0 - 100
27	Do you know who to go to here when you a problem?	89.0 (9.7)	90.2	33.3 - 100
28	Do your problems get taken care of?	89.6 (8.4)	90.9	41.8 - 100
<b>Meals and Dining</b>				
29	Do you get enough to eat?	97.1 (4.3)	98.4	69.3 - 100
30	Is the food here tasty?	81.5 (9.6)	82.7	46.8 - 100
31	Can you get the foods you like?	80.6 (10.1)	81.6	30.6 - 100
32	Is your food served at the right temperature?	85.3 (8.7)	86.1	48.8 - 100
34	Do you like the way your meals are served here?	92.9 (6.3)	94.3	62.8 - 100
<b>Laundry</b>				
35	Do you get your clothing back from the laundry?	93.6 (7.4)	95.3	50 - 100
36	Does your clothing come back from the laundry in good condition?	94.7 (6.8)	95.9	50 - 100
<b>Facility Environment</b>				
37	Do you like the location of this place?	93.7 (6.7)	95.3	50.1 - 100

Table 4. Statewide RCF Resident Satisfaction Item Scores

Questions		Mean (SD)	Median	Range
38	Are the outside walkways and grounds well taken care of?	96.2 (4.9)	97.6	62.6 – 100
39	Does this place look attractive to you?	94.8 (7.1)	96.7	49.1 – 100
40	Is this place kept clean enough for you?	96.6 (4.8)	98.3	59.7 – 100
42	Is this place quiet when it should be?	94.9 (5.8)	96.1	50 – 100
<b>Resident Environment</b>				
41	Do you have enough privacy in your room or apartment?	96.3 (5.3)	98.2	62.6 – 100
43	Are you satisfied with your room or apartment?	95.4 (5.1)	96.5	68.8 – 100
44	Do you feel safe here?	97.1 (4.8)	98.7	65.1 – 100
45	Are your belongings safe here?	93.4 (6.7)	94.7	54.2 – 100
47	Do you think this is an appealing place for people to visit?	95.1 (6.8)	97.1	39.6 – 100
<b>General</b>				
46	Do you feel comfortable here?	95.6 (5.8)	97.4	61.2 – 100
50	Do you feel like you are getting your money's worth here?	84.7 (10.9)	86.7	33 – 100
51	Overall, do you like living here?	88.2 (10.0)	90.8	33.5 – 100
52	Would you recommend this place to a family member or friend?	92.4 (9.1)	94.9	30.6 – 100

Table 5. Items Deleted After Validation Analysis

Questions		Mean (SD)	Median	Range
4	Can you go where you want to go?	91.5 (8.3)	93.7	50 – 100
11	Do you get the care and services that you need?	93.4 (5.6)	94.0	58.5 – 100

Table 5. Items Deleted After Validation Analysis

Questions	Mean (SD)	Median	Range
23 Overall, are you satisfied with the employees who care for you?	94.5 (5.6)	95.9	68.8 – 100
33 Is the dining area a pleasant place for you to eat?	95.0 (5.9)	96.5	55.6 – 100
48 Do the people who live here fit in well with each other?	86.5 (8.4)	87.6	50 – 100
49 Are you treated fairly here?	96.2 (5.0)	97.5	55.7 – 100

*Statewide Domain Scores (Mean, Median and Range)*

Table 6 represents the statewide domain scores. The Mean is also referred to as the average score. The Median tells us that one half of the satisfaction scores is above the Median and one half is below. The range shows the lowest and highest satisfaction for each domain. The maximum score for all domains is 100.

Table 6. Statewide Domain Scores

Domain	Mean (SD)	Median	Range
ACTIVITIES	85.5 (8.2)	86.8	43.5 - 100
CHOICE	94.6 (4.5)	95.7	75.6 - 100
CARE AND SERVICES	86.4 (7.4)	86.9	48.7 - 100
EMPLOYEE RELATIONS	95.4 (3.9)	96.2	70.2 - 100
EMPLOYEE RESPONSIVENESS	91.6 (6.3)	92.8	58.3 - 100
COMMUNICATIONS	90.8 (6.0)	91.7	65.4 - 100
MEALS AND DINING	87.4 (5.9)	88.1	67.5 - 100
LAUNDRY	94.1 (6.5)	95.5	50 - 100
FACILITY ENVIRONMENT	95.1 (4.7)	96.2	60.1 - 100
RESIDENT ENVIRONMENT	95.4 (4.8)	96.7	61.7 - 100
GENERAL	90.2 (7.5)	91.9	51.7 - 100
<b>Overall Satisfaction</b>	<b>91.7 (4.4)</b>	<b>92.4</b>	<b>70.7 - 99</b>

*Statewide Overall Satisfaction Scores*

In addition to calculating the domain scores, an overall statewide RCF Satisfaction score was calculated as an average of item scores across all facilities. The statewide overall satisfaction score was 91.7 (91.73). A total of 309 (58%) residential care facilities met or exceeded the statewide overall satisfaction score. Closer analysis reveals that 328 (62%) residential care facilities met or exceeded the statewide overall satisfaction score based on a 10% margin of error. VR calculated a 10% margin of error around each overall satisfaction score to identify facilities that exceeded the statewide mean. We found that the statewide overall satisfaction score had a standard error of 0.195, and a 10% confidence interval of +/- 0.33. Table 7 provides a description of the findings.

Table 7. RCF Overall Satisfaction Score Margin of Error

	Number of RCFs	Range of Mean	Lower and Upper Limits
Below Margin of Error	201	70.72 - 91.39	70.39 - 91.72
Within Margin of Error	44	91.41 - 92.05	91.08 - 92.38

Above Margin of Error	284	92.07 – 98.97	91.74 – 99.30
-----------------------	-----	---------------	---------------

*Statewide High and Low Satisfaction Results by Item*

As part of the data analysis, VR categorized statewide satisfaction scores into “high” and “low” indicators of satisfaction. Thirty-one resident satisfaction items out of 46 had scores above 90, with the lowest satisfaction score at 80.6. Table 8 displays resident satisfaction items with the ten highest satisfaction scores. Three of the ten items with highest resident satisfaction are in the Employee Relations domain. Five of the ten items with highest resident satisfaction show that statewide, residents are satisfied with the respect and courtesy they receive from facility staff. Table 9 displays items with the ten lowest satisfaction scores. The domains Meals and Dining and Care and Services both had three items with the lowest resident satisfaction. These items relate to the specific services that residents receive. These arbitrary categories provide a snapshot of what residents find to be the most and least satisfying factors in their lives.

Table 8. Ten Items with the Highest Resident Satisfaction Scores

Domain	Item	Statewide Average
Communications	25. Do the people in charge treat you with respect?	97.1
Resident Environment	44. Do you feel safe here?	97.1
Meals and Dining	29. Do you get enough to eat?	97.1
Employee Relations	17. Do the employees treat you with respect?	96.8
Facility Environment	40. Is this place kept clean enough for you?	96.6
Choice	6. Can you go to bed when you like?	96.5
Employee Relations	16. Are the employees here friendly to you?	96.5
Resident Environment	41. Do you have enough privacy in your room or apartment?	96.3
Facility Environment	38. Are the outside walkways and grounds well taken care of?	96.2
Employee Relations	14. Are the employees courteous to you?	96.0

Table 9. Ten Items with the Lowest Resident Satisfaction Scores

Domain	Item	Statewide Average
Meals and Dining	31. Can you get the foods you like?	80.6
	30. Is the food here tasty?	81.5
Care and Services	12. Do the employees explain your care and services to you?	83.2
	5. Can you get snacks and drinks whenever you want them?	83.8
Activities	1. Do you have enough to do here?	83.9
	3. Are you satisfied with the activities offered here?	84.6
General	50. Do you feel like you are getting your money's worth here?	84.7
Care and Services	18. Do the employees who take care of you know what you like and don't like?	85.1
Meals and Dining	32. Is your food served at the right temperature?	85.3
Communications	26. Would you feel comfortable making a complaint?	88.2

*Residential Care Facilities with High and Low Item Scores*

Table 10 shows for each item the number of facilities with the high score of 100 and the number of facilities with the low score.

Table 10. RCFs with High and Low Item Scores

Questions		Range	Number of Facilities with Low Score	Number of Facilities with High Score
<b>Activities</b>				
1	Do you have enough to do here?	41 - 100	1	21
2	Do you get enough information about the activities offered here?	38.9 - 100	1	59
3	Are you satisfied with the activities offered here?	38.9 - 100	1	24
<b>Choice</b>				
6	Can you go to bed when you like?	66.5 - 100	1	223
7	Do the employees leave you alone if you don't want to do anything?	63.9 - 100	1	126
8	Do the employees let you do the things you want to do for yourself?	69.1 - 100	1	149
9	Are you free to come and go as you are able?	50 - 100	1	143
10	Are the rules here reasonable?	58.4 - 100	1	108
<b>Care and Services</b>				
5	Can you get snacks and drinks whenever you want them?	2.8 - 100	1	52
12	Do the employees explain your care and services to you?	33.5 - 100	1	39
13	Do you get your medications on time?	58.5 - 100	1	150
18	Do the employees who take care of you know what you like and don't like?	0 - 100	1	36
<b>Employee Relations</b>				
14	Are the employees courteous to you?	63.9 - 100	1	132
15	Can you depend on the employees?	66.8 - 100	2	69

Table 10. RCFs with High and Low Item Scores

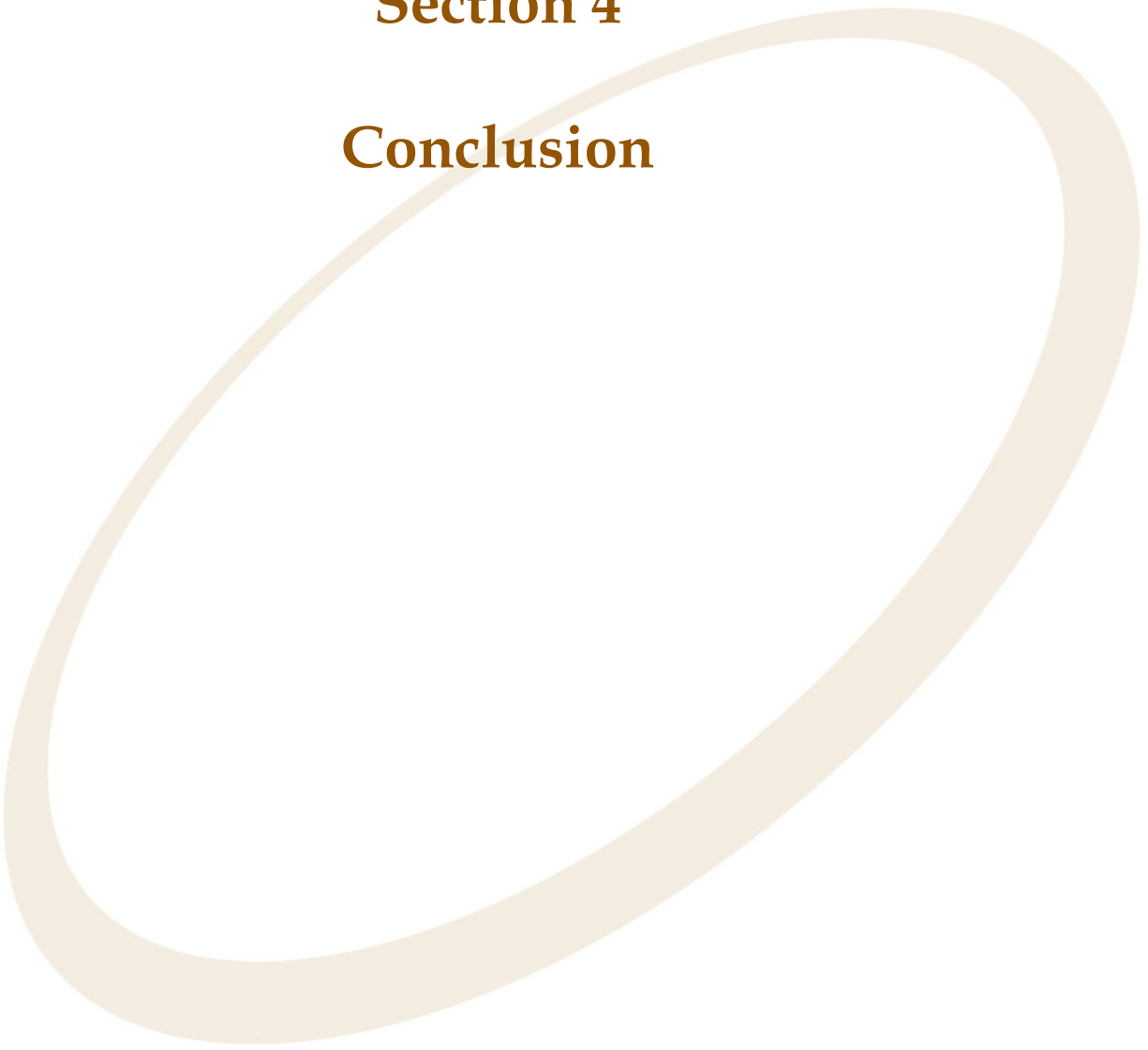
Questions		Range	Number of Facilities with Low Score	Number of Facilities with High Score
16	Are the employees here friendly to you?	72.3 - 100	1	166
17	Do the employees treat you with respect?	66.7 - 100	1	191
<b>Employee Responsiveness</b>				
19	During the week, are employees available to help you if you need it?	66.5 - 100	1	126
20	During the weekend, are employees available to help you if you need it?	50 - 100	1	61
21	During the evening and night, are employees available to help you if you need it?	59.2 - 100	1	101
22	Do you feel confident that the employees know how to do their job well?	67 - 100	3	68
<b>Communications</b>				
24	Are the people in charge available to talk with you?	63.7 - 100	1	74
25	Do the people in charge treat you with respect?	66.8 - 100	1	232
26	Would you feel comfortable making a complaint?	0 - 100	1	67
27	Do you know who to go to here when you a problem?	33.3 - 100	1	82
28	Do your problems get taken care of?	41.8 - 100	1	65
<b>Meals and Dining</b>				
29	Do you get enough to eat?	69.3 - 100	1	219
30	Is the food here tasty?	46.8 - 100	1	21
31	Can you get the foods you like?	30.6 - 100	1	14
32	Is your food served at the right temperature?	48.8 - 100	1	27
34	Do you like the way your meals are served here?	62.8 - 100	1	87
<b>Laundry</b>				

Table 10. RCFs with High and Low Item Scores

Questions		Range	Number of Facilities with Low Score	Number of Facilities with High Score
35	Do you get your clothing back from the laundry?	50 - 100	2	144
36	Does your clothing come back from the laundry in good condition?	50 - 100	3	170
<b>Facility Environment</b>				
37	Do you like the location of this place?	50.1 - 100	1	104
38	Are the outside walkways and grounds well taken care of?	62.6 - 100	1	185
39	Does this place look attractive to you?	49.1 - 100	1	161
40	Is this place kept clean enough for you?	59.7 - 100	1	203
42	Is this place quiet when it should be?	50 - 100	1	120
<b>Resident Environment</b>				
41	Do you have enough privacy in your room or apartment?	62.6 - 100	1	203
43	Are you satisfied with your room or apartment?	68.8 - 100	1	150
44	Do you feel safe here?	65.1 - 100	1	252
45	Are your belongings safe here?	54.2 - 100	1	109
47	Do you think this is an appealing place for people to visit?	39.6 - 100	1	169
<b>General</b>				
46	Do you feel comfortable here?	61.2 - 100	1	166
50	Do you feel like you are getting your money's worth here?	33 - 100	1	42
51	Overall, do you like living here?	33.5 - 100	2	44
52	Would you recommend this place to a family member or friend?	30.6 - 100	1	116

# Section 4

## Conclusion



## SECTION 5. CONCLUSION

Residents in Ohio have had the opportunity to tell us about how satisfied they are with their lives in residential care facilities across the state. Resident satisfaction data are summarized in this report on a statewide basis. The data that are available for individual facilities will allow them to consider data based indicators for quality improvement efforts.

The 2007 Ohio residential care facility resident satisfaction results reveals that on a statewide level residents are satisfied with their care and life. Satisfaction with each of the eleven domains measured above 85%. While this is a positive finding, it raises the question as to whether the survey has a ceiling effect that makes it difficult to discriminate between RCFs that are providing for resident satisfaction and those that are not. Standard deviations of the domain scores range from 3.9 to 8.2, and this variation did reveal differences between RCFs. There were statistically significant differences between RCFs on all domain scores and the overall score. For example, the lowest Activities score for an RCF was 50, and the highest was 100 (a statistically significant difference).

The results also revealed potential statewide target areas for quality improvement. At the statewide level, the General domain is the most important to residents, followed by Resident Environment. These domains are shown to be most highly correlated with overall satisfaction statewide ( $r=.85$ ). Laundry is least important ( $r=.49$  with overall satisfaction score). Combined with information about satisfaction scores at the statewide level, the highest priorities for quality improvement (domains of greatest importance and lowest satisfaction among residents) are General and Care and Services. It is much easier to make changes in domains where objective indicators can be monitored, represented by those questions in the Care and Services domain. It is much more difficult to make changes in the abstract and general areas represented in the General domain.

The Narrative Report contains suggestions for changes in the survey instruments and procedures for implementation, including considering the use of MDS data in selecting eligible residents for interview in the next measurement.

The voices of more than 9,200 residential care facility residents have been heard. Family members and future residents now have an opportunity to evaluate where their residential care facility needs will be best served as they utilize the On-Line Consumer Guide. Ohio is a model of excellence for the country. We are proud to be associated with State of Ohio and ODA in pioneering the first statewide survey of residents in residential care facilities.