

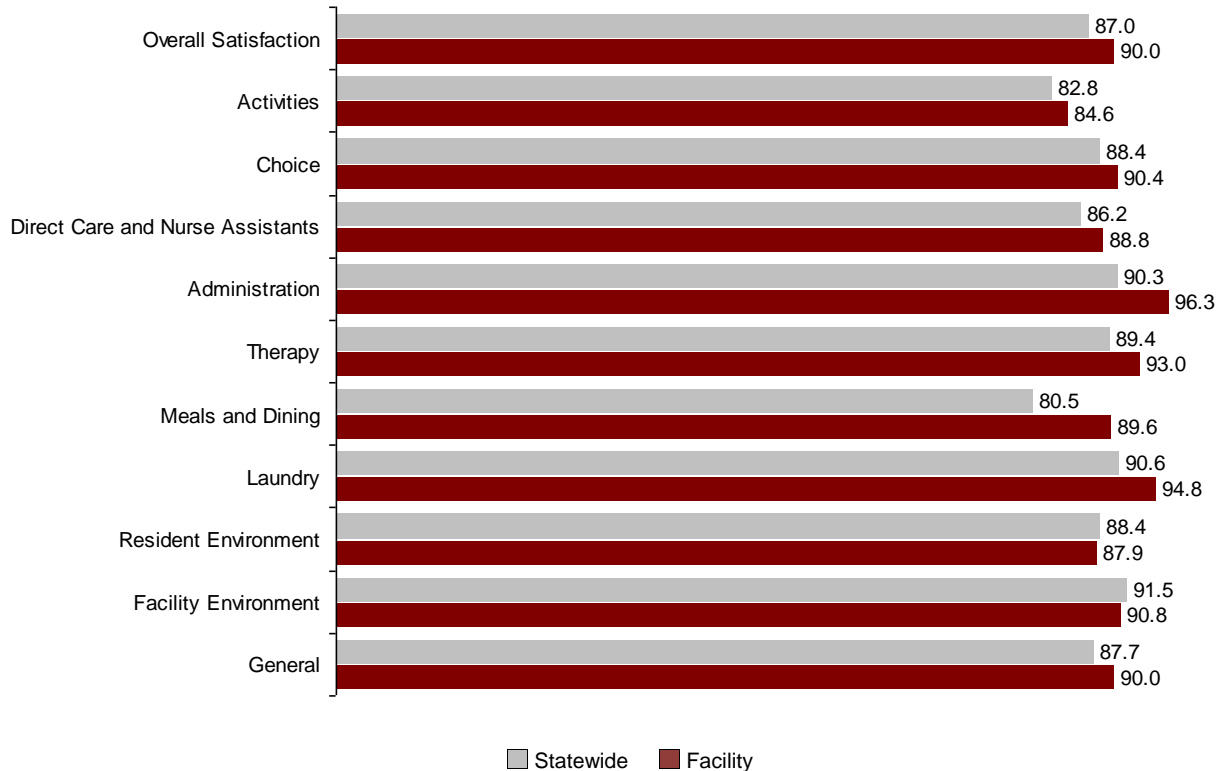
# DELAWARE COURT HEALTH CARE CENTER

## Nursing Home Resident Satisfaction Survey 2015

The Ohio Department of Aging (ODA) and the Office of the State Long-Term Care Ombudsman conducts a biennial satisfaction survey of residents in long-term care facilities to measure satisfaction with their quality of care and quality of life. The ODA contracted with Vital Research, LLC to administer the 2015 survey, which was developed by the Scripps Gerontology Center at Miami University of Ohio and the Margaret Blenkner Research Institute of Benjamin Rose in Cleveland, Ohio. The results are based on structured, face-to-face interviews with residents in each long-term care facility between August 2015 and December 2015.

This report reflects the quality of care at DELAWARE COURT HEALTH CARE CENTER, as reported by its residents.

| Facility Comparisons Overall Satisfaction Score | Facility |      | Statewide |      |
|---|----------|------|-----------|------|
|   | 2013     | 2015 | 2013      | 2015 |
|   | 91.0     | 90.0 | 87.5      | 87.0 |



# Profile of Residents

Number of Completed Interviews Required to Meet +/- 10% Margin of Error: **21**

Number of Completed Interviews: **21**

Total Number of Interviews (completed + incomplete): **21**

Short-term Completed Interview **2**

Long-term Completed Interviews **19**

|  | <b>Facility</b> |                | <b>Statewide</b> |                |
|--|-----------------|----------------|------------------|----------------|
|  | <b>n</b>        | <b>Average</b> | <b>n</b>         | <b>Average</b> |
| <b>Average Age of Resident in Years</b>        | 28              | 84.1           | 31,693           | 78.2           |
| <b>Gender</b>                                  | <b>n</b>        | <b>Percent</b> | <b>n</b>         | <b>Percent</b> |
| Male   | 6               | 28.6%          | 7,993            | 34.4%          |
| Female   | 15              | 71.4%          | 15,255           | 65.6%          |
| <b>Interview Status</b>                        |                 |                |                  |                |
| Not Interviewed                                | 10              | 32.3%          | 10,847           | 31.8%          |
| Incomplete                                     | 0               | 0.0%           | 632              | 1.9%           |
| Complete                                       | 21              | 67.7%          | 22,616           | 66.3%          |
| <b>Reason Why Resident was Not Interviewed</b> |                 |                |                  |                |
| Deceased                                       | 3               | 30.0%          | 458              | 4.2%           |
| Discharged/Moved                               | 0               | 0.0%           | 514              | 4.7%           |
| Hospitalized/III                               | 1               | 10.0%          | 385              | 3.5%           |
| Language Barrier                               | 0               | 0.0%           | 140              | 1.3%           |
| Unable to Locate                               | 0               | 0.0%           | 1,170            | 10.8%          |
| Asleep   | 0               | 0.0%           | 1,025            | 9.4%           |
| Out of Facility                                | 0               | 0.0%           | 367              | 3.4%           |
| Refused  | 4               | 40.0%          | 1,603            | 14.8%          |
| Unable to Respond to Questions                 | 2               | 20.0%          | 4,028            | 37.1%          |
| Legal Guardian Refusal                         | 0               | 0.0%           | 623              | 5.7%           |
| Resident in Isolation                          | 0               | 0.0%           | 416              | 3.8%           |
| Other/Unknown                                  | 0               | 0.0%           | 118              | 1.1%           |
| <b>Reason Why Interview is Incomplete</b>      |                 |                |                  |                |
| Resident Fatigue                               | 0               | 0.0%           | 19               | 3.0%           |
| Necessary Clinical Care                        | 0               | 0.0%           | 10               | 1.6%           |
| Refusal to Continue                            | 0               | 0.0%           | 101              | 16.0%          |
| Unable to Respond to Questions                 | 0               | 0.0%           | 387              | 61.2%          |
| Resident Illness                               | 0               | 0.0%           | 86               | 13.6%          |
| Other/Unknown                                  | 0               | 0.0%           | 29               | 4.6%           |
| <b>Assistance with Interview</b>               |                 |                |                  |                |
| Family Member                                  | 0               | 0.0%           | 32               | 10.6%          |
| Volunteer                                      | 1               | 100.0%         | 15               | 5.0%           |
| Custodian/Guardian                             | 0               | 0.0%           | 15               | 5.0%           |
| Other  | 0               | 0.0%           | 241              | 79.5%          |

Due to rounding, numbers may not add up to 100%.

# Resident Satisfaction

Average scores were calculated by converting residents' responses to item scores so that the higher the value the more positive the response. The items were converted based on a scale of 0 to 100 where 100="Yes, always"; 67="Yes, sometimes"; 33="No, hardly ever"; and 0="No, never."

|   | <u>Facility</u> |             | <u>Statewide</u> |             |
|---|-----------------|-------------|------------------|-------------|
|   | 2013            | 2015        | 2013             | 2015        |
| <b>ACTIVITIES</b>   |                 |             |                  |             |
| Do you have enough to do here? (n=21)   | 85.1            | 85.7        | 79.9             | 79.8        |
| Are the activities here things that you like to do? (n=19)                            | 79.5            | 72.0        | 76.6             | 73.6        |
| Does the activities staff treat you with respect? (n=18)                              | 98.4            | 98.1        | 94.0             | 94.3        |
| Are you satisfied with the spiritual activities they offer here? (n=18)               | 95.8            | 85.1        | 87.2             | 85.7        |
| <b>Domain Score</b>   | <b>89.6</b>     | <b>84.6</b> | <b>84.4</b>      | <b>82.8</b> |
| <b>CHOICE</b>   |                 |             |                  |             |
| Can you go to bed when you like? (n=21)   | 91.3            | 90.4        | 90.6             | 91.6        |
| Can you decide when to get up in the morning? (n=21)                                  | 87.0            | 80.9        | 79.4             | 79.9        |
| Can you decide what clothing to wear? (n=21)  | 100.0           | 92.1        | 90.8             | 91.6        |
| Can you fix up your room with personal items so it looks like home? (n=21)            | 98.5            | 98.4        | 90.0             | 90.9        |
| Can you decide when to keep your door open or closed? (n=18)                          | 98.5            | 94.4        | 89.1             | 89.0        |
| Do the people who work here leave you alone if you don't want to do anything? (n=21)  | 98.5            | 90.4        | 89.1             | 89.7        |
| Do the people who work here let you do the things you want to do for yourself? (n=21) | 98.5            | 92.1        | 89.3             | 89.2        |
| Are you encouraged to make decisions about your personal care routine? (n=21)         | 95.0            | 85.7        | 86.2             | 85.0        |
| <b>Domain Score</b>   | <b>96.0</b>     | <b>90.4</b> | <b>88.1</b>      | <b>88.4</b> |
| <b>DIRECT CARE AND NURSE ASSISTANTS</b>   |                 |             |                  |             |
| Does a staff person check on you to see if you are comfortable? (n=21)                | 78.3            | 73.1        | 80.7             | 78.9        |
| During the weekdays, is a staff person available to help you if you need it? (n=21)   | 89.9            | 90.5        | 89.4             | 88.7        |
| At other times, is a staff person available to help you if you need it? (n=20)        | 71.2            | 88.4        | 85.6             | 84.3        |
| Do the people who work here know what you like and don't like? (n=19)                 | 80.8            | 94.7        | 80.3             | 80.5        |
| Do you get your medications on time? (n=20)   | 98.5            | 96.7        | 92.0             | 91.2        |

\*The average score could not be calculated because there were zero responses.

# Resident Satisfaction

Average scores were calculated by converting residents' responses to item scores so that the higher the value the more positive the response. The items were converted based on a scale of 0 to 100 where 100="Yes, always"; 67="Yes, sometimes"; 33="No, hardly ever"; and 0="No, never."

|   | <u>Facility</u> |             | <u>Statewide</u> |             |
|---|-----------------|-------------|------------------|-------------|
|   | 2013            | 2015        | 2013             | 2015        |
| <b>DIRECT CARE AND NURSE ASSISTANTS</b>                                       |                 |             |                  |             |
| Are the nurse aides gentle when they take care of you? (n=21)                 | 98.5            | 92.1        | 91.6             | 91.0        |
| Do the nurse aides treat you with respect? (n=21)                             | 95.6            | 93.7        | 93.1             | 92.1        |
| Do the nurse aides spend enough time with you? (n=21)                         | 79.8            | 81.0        | 83.7             | 81.9        |
| <b>Domain Score</b>   | <b>86.4</b>     | <b>88.8</b> | <b>87.2</b>      | <b>86.2</b> |
| <b>ADMINISTRATION</b>   |                 |             |                  |             |
| Does the Social Worker follow-up and respond quickly to your concerns? (n=14) | 86.7            | 97.6        | 85.7             | 85.0        |
| Does the Social Worker treat you with respect? (n=14)                         | 93.4            | 100.0       | 94.3             | 94.3        |
| Do you get the social services you need? (n=13)                               | 89.8            | 92.3        | 89.5             | 88.7        |
| Did you get the help you needed to be admitted and get settled here? (n=13)   | 92.8            | 100.0       | 93.7             | 92.9        |
| Is the administration available to talk with you? (n=19)                      | 94.1            | 91.2        | 88.1             | 86.4        |
| Does the administration treat you with respect? (n=19)                        | 94.1            | 96.5        | 94.7             | 94.1        |
| <b>Domain Score</b>   | <b>90.8</b>     | <b>96.3</b> | <b>90.9</b>      | <b>90.3</b> |
| <b>THERAPY</b>  |                 |             |                  |             |
| Do the therapists spend enough time with you? (n=12)                          | 88.9            | 91.6        | 90.1             | 90.2        |
| Does the therapy help you? (n=12)   | 91.7            | 94.5        | 89.0             | 89.2        |
| <b>Domain Score</b>   | <b>90.5</b>     | <b>93.0</b> | <b>89.3</b>      | <b>89.4</b> |
| <b>MEALS AND DINING</b>   |                 |             |                  |             |
| Is the food here tasty? (n=21)  | 72.6            | 82.6        | 75.2             | 74.2        |
| Are the foods served at the right temperature? (n=21)                         | 75.5            | 92.1        | 80.9             | 79.6        |
| Can you get the foods you like? (n=21)  | 84.2            | 84.1        | 76.6             | 75.0        |
| Do you get enough to eat? (n=20)  | 98.5            | 100.0       | 93.2             | 92.9        |
| <b>Domain Score</b>   | <b>82.7</b>     | <b>89.6</b> | <b>81.5</b>      | <b>80.5</b> |
| <b>LAUNDRY</b>  |                 |             |                  |             |
| Do you get your clothing back from the laundry? (n=16)                        | 98.1            | 95.8        | 90.6             | 89.7        |

\*The average score could not be calculated because there were zero responses.

# Resident Satisfaction

Average scores were calculated by converting residents' responses to item scores so that the higher the value the more positive the response. The items were converted based on a scale of 0 to 100 where 100="Yes, always"; 67="Yes, sometimes"; 33="No, hardly ever"; and 0="No, never."

|   | <u>Facility</u> |             | <u>Statewide</u> |             |
|---|-----------------|-------------|------------------|-------------|
|   | 2013            | 2015        | 2013             | 2015        |
| <b>LAUNDRY</b>  |                 |             |                  |             |
| Does your clothing come back from the laundry in good condition? (n=16)   | 96.2            | 93.8        | 92.2             | 91.9        |
| <b>Domain Score</b>   | <b>97.2</b>     | <b>94.8</b> | <b>91.2</b>      | <b>90.6</b> |
| <b>RESIDENT ENVIRONMENT</b>   |                 |             |                  |             |
| Can you get outdoors when you want to? (n=19)                             | 81.9            | 86.0        | 80.1             | 80.7        |
| Is your room a comfortable temperature? (n=20)                            | 87.0            | 90.0        | 89.1             | 88.6        |
| Can you find places to talk with your visitors in private? (n=18)         | 92.8            | 85.2        | 90.5             | 90.4        |
| Is your room quiet enough? (n=20)   | 88.5            | 88.3        | 91.7             | 91.2        |
| Are you satisfied with your room? (n=20)                                  | 94.2            | 88.3        | 91.4             | 90.5        |
| <b>Domain Score</b>   | <b>88.9</b>     | <b>87.9</b> | <b>88.7</b>      | <b>88.4</b> |
| <b>FACILITY ENVIRONMENT</b>   |                 |             |                  |             |
| Is the facility clean enough? (n=19)                                      | 100.0           | 93.0        | 95.0             | 94.4        |
| Is your personal property safe here? (n=19)                               | 95.7            | 86.0        | 87.9             | 87.8        |
| Are you satisfied with the safety and security of this facility? (n=20)   | 97.1            | 95.0        | 92.7             | 92.4        |
| <b>Domain Score</b>   | <b>97.6</b>     | <b>90.8</b> | <b>91.8</b>      | <b>91.5</b> |
| <b>GENERAL</b>  |                 |             |                  |             |
| Overall, do the staff and residents help each other and get along? (n=20) | 82.0            | 93.4        | 90.3             | 89.7        |
| Are the people who work here friendly? (n=20)                             | 98.5            | 95.0        | 92.2             | 91.5        |
| Would you recommend this facility to a family member or friend? (n=20)    | 98.5            | 86.7        | 86.5             | 84.3        |
| Overall, do you like this facility? (n=20)                                | 94.2            | 85.0        | 87.7             | 86.2        |
| <b>Domain Score</b>   | <b>93.4</b>     | <b>90.0</b> | <b>88.9</b>      | <b>87.7</b> |
| <b>OVERALL SATISFACTION SCORE</b>   | <b>91.0</b>     | <b>90.0</b> | <b>87.5</b>      | <b>87.0</b> |

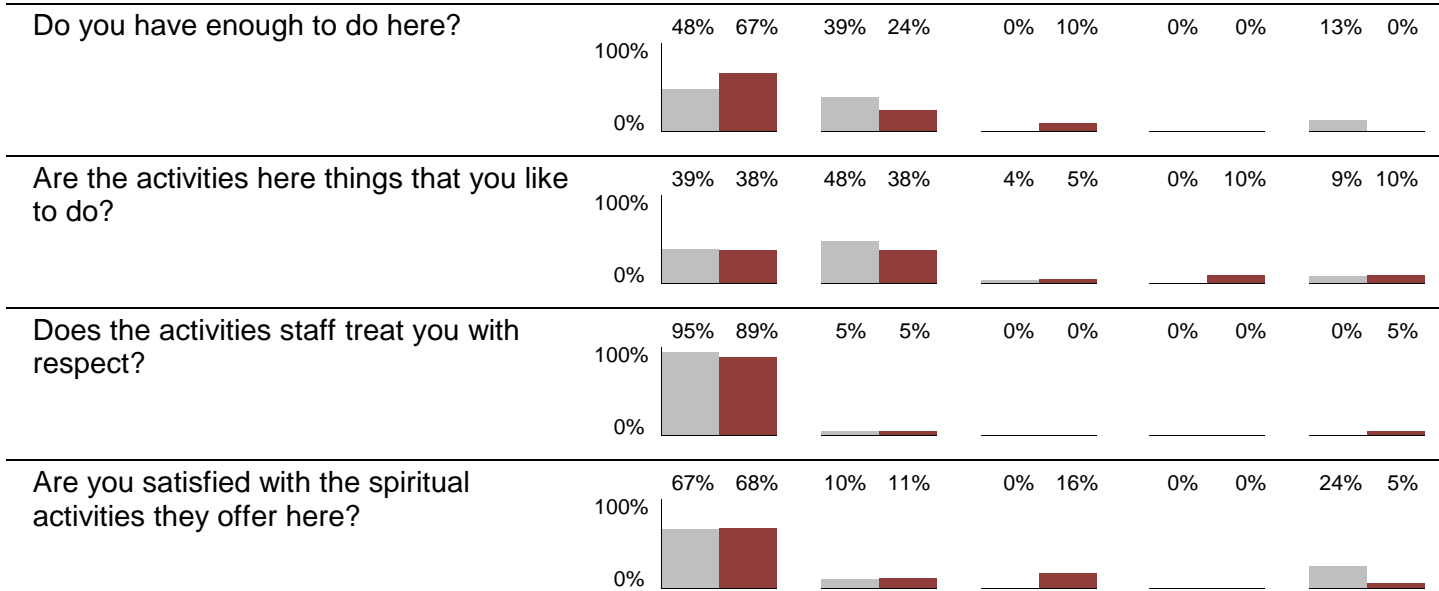
\*The average score could not be calculated because there were zero responses.

# Resident Satisfaction - A Closer Look

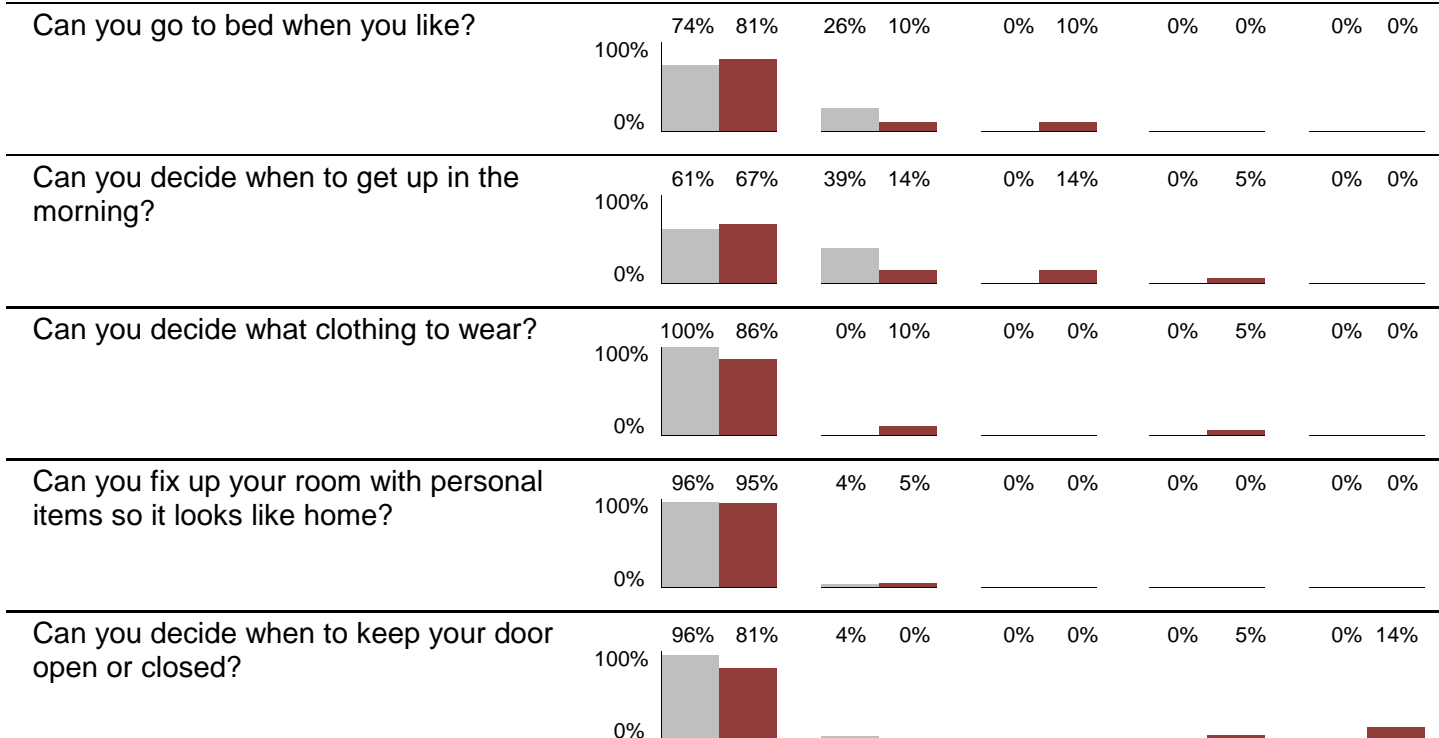
2013 2015

Always Sometimes Hardly Ever Never Does Not Apply/ Know

## ACTIVITIES



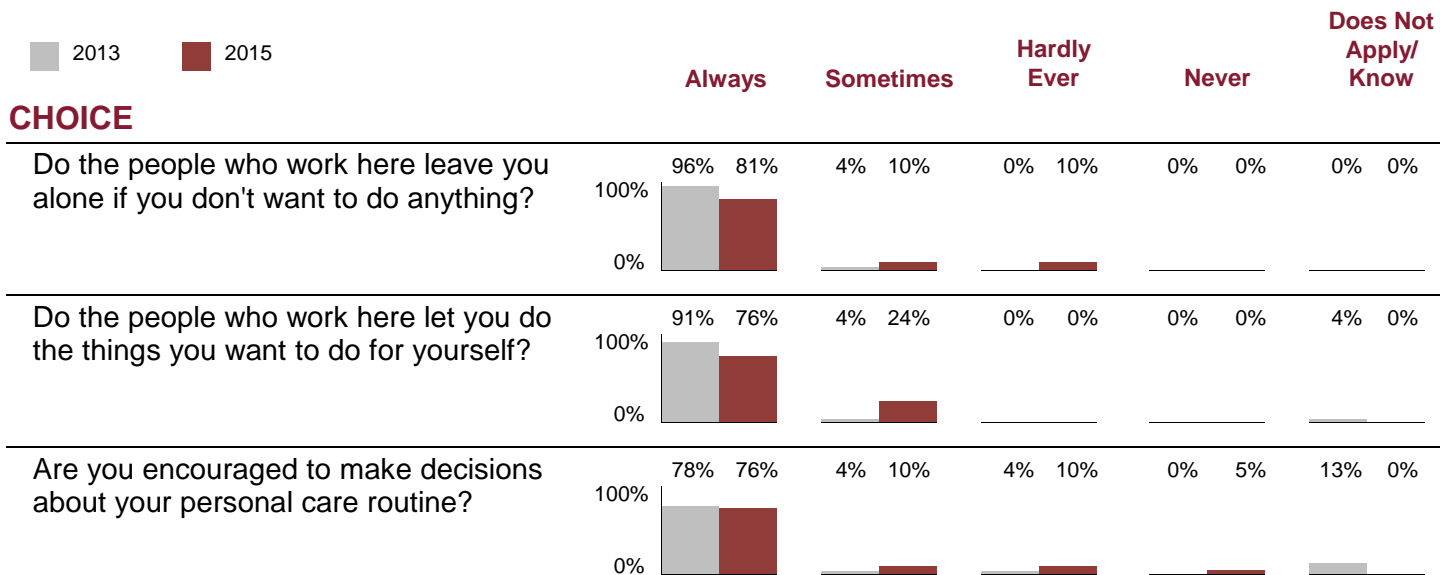
## CHOICE



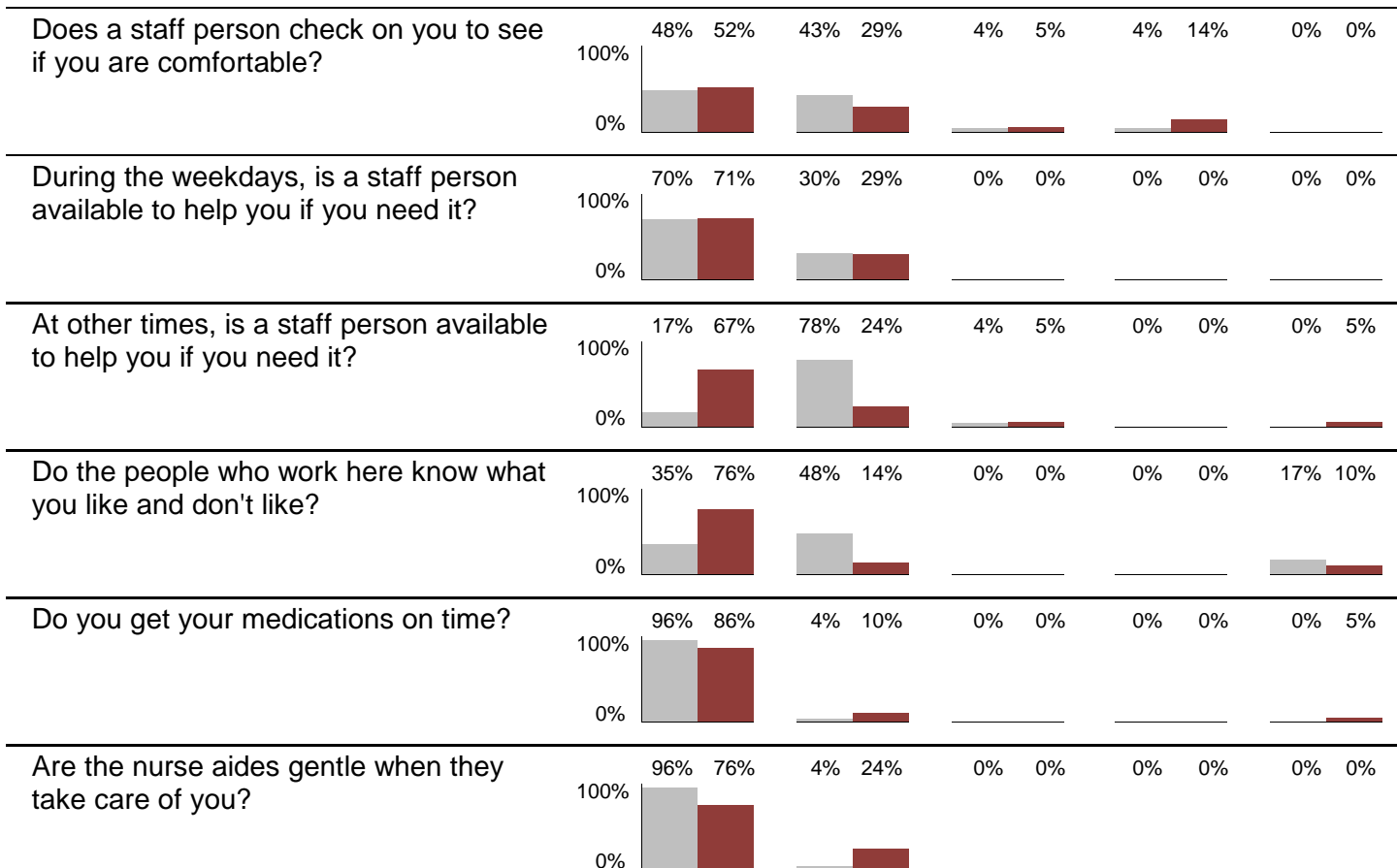
# Resident Satisfaction - A Closer Look

2013 2015

## CHOICE



## DIRECT CARE AND NURSE ASSISTANTS

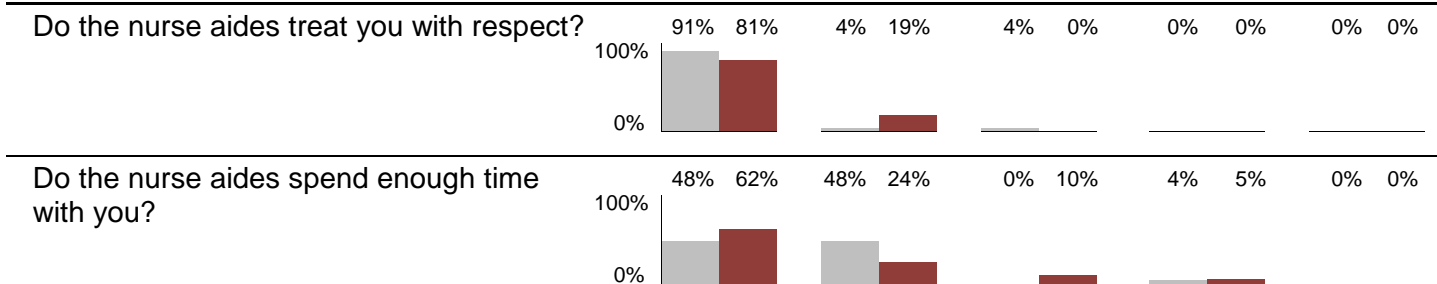


# Resident Satisfaction - A Closer Look

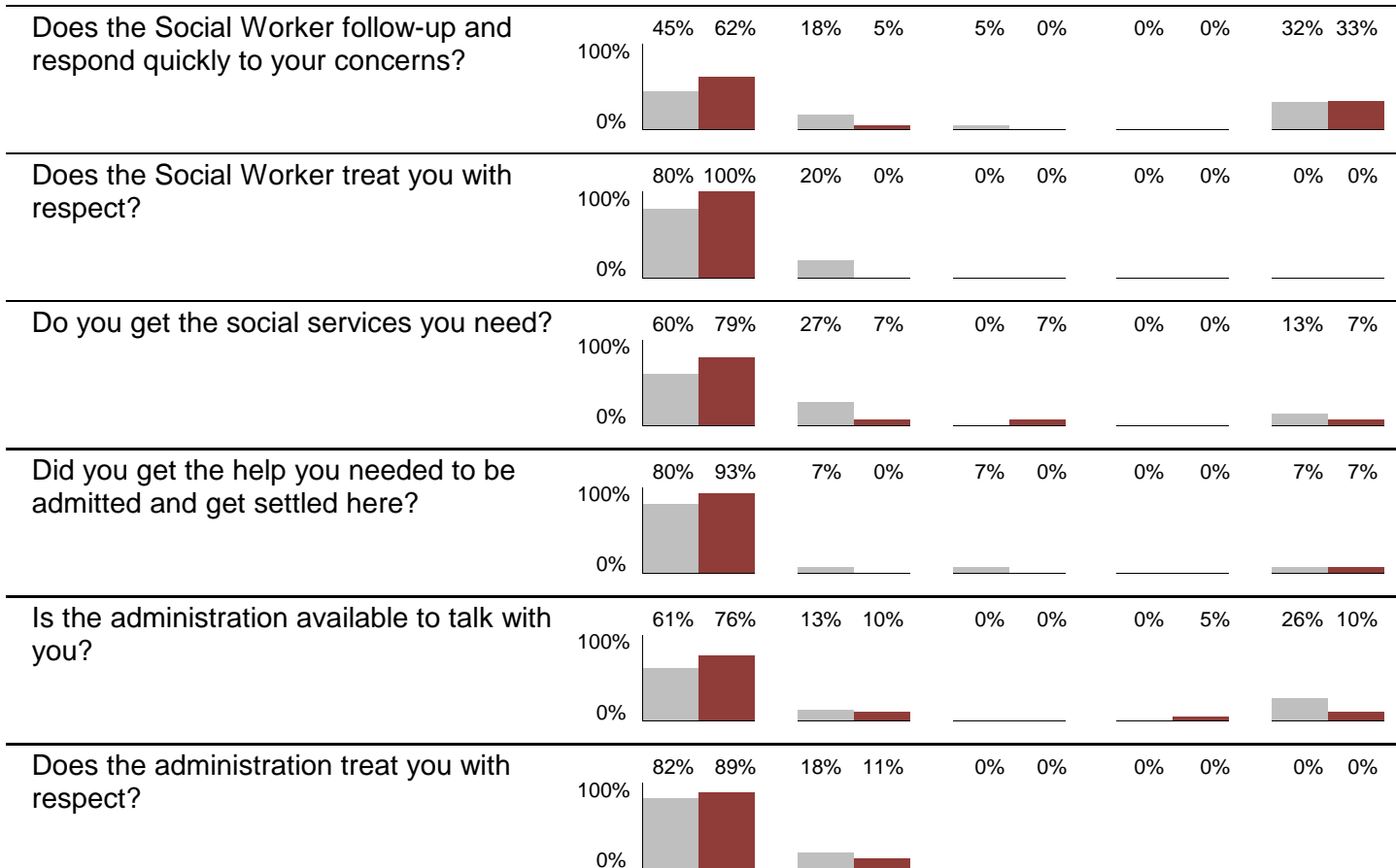
2013 2015

Always Sometimes Hardly Ever Never Does Not Apply/ Know

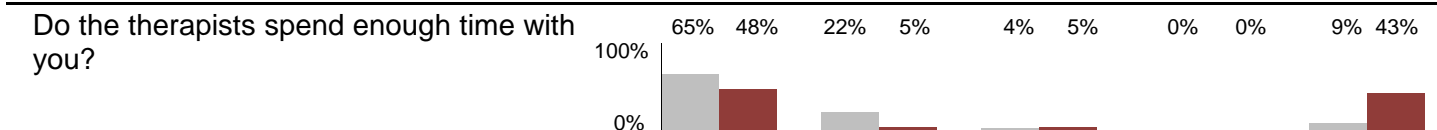
## DIRECT CARE AND NURSE ASSISTANTS



## ADMINISTRATION



## THERAPY





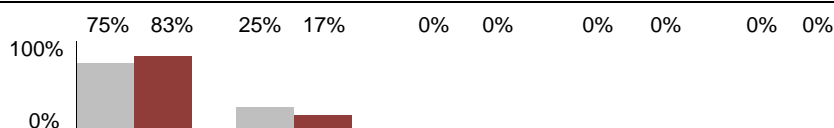
# Resident Satisfaction - A Closer Look

2013 2015

Always Sometimes Hardly Ever Never Does Not Apply/ Know

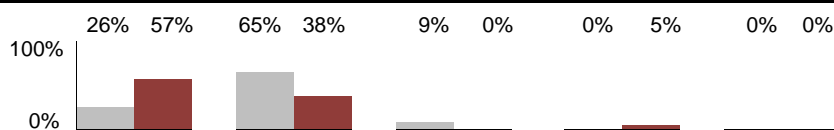
## THE THERAPY

Does the therapy help you?

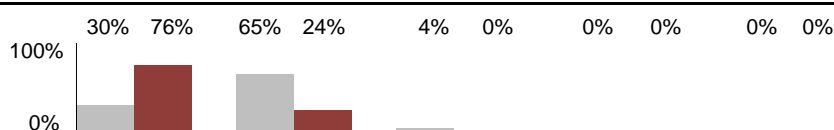


## MEALS AND DINING

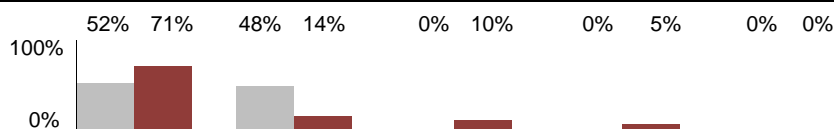
Is the food here tasty?



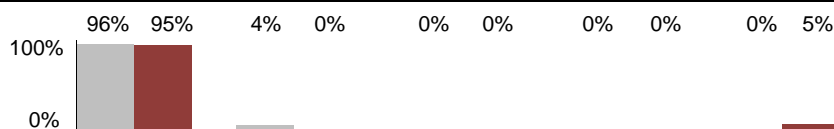
Are the foods served at the right temperature?



Can you get the foods you like?

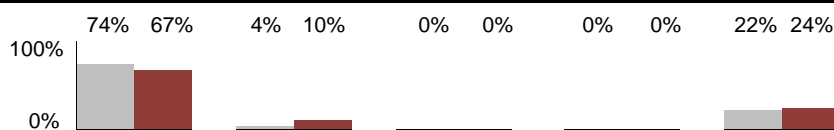


Do you get enough to eat?

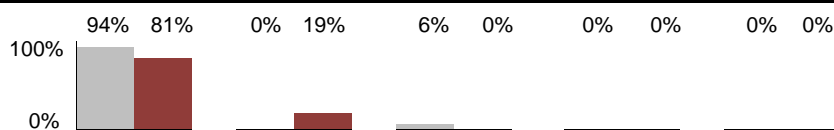


## LAUNDRY

Do you get your clothing back from the laundry?

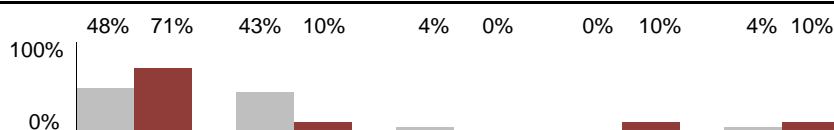


Does your clothing come back from the laundry in good condition?

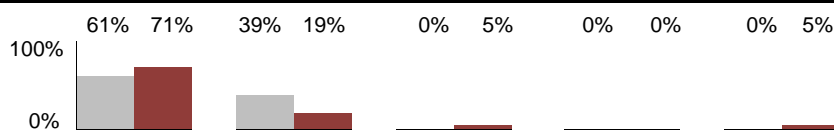


## RESIDENT ENVIRONMENT

Can you get outdoors when you want to?



Is your room a comfortable temperature?

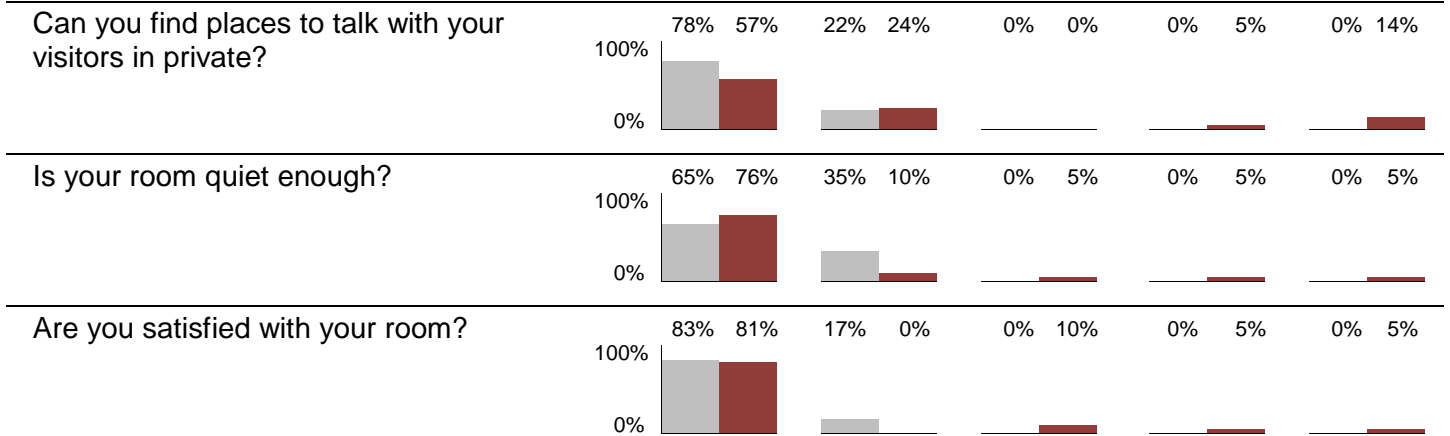


# Resident Satisfaction - A Closer Look

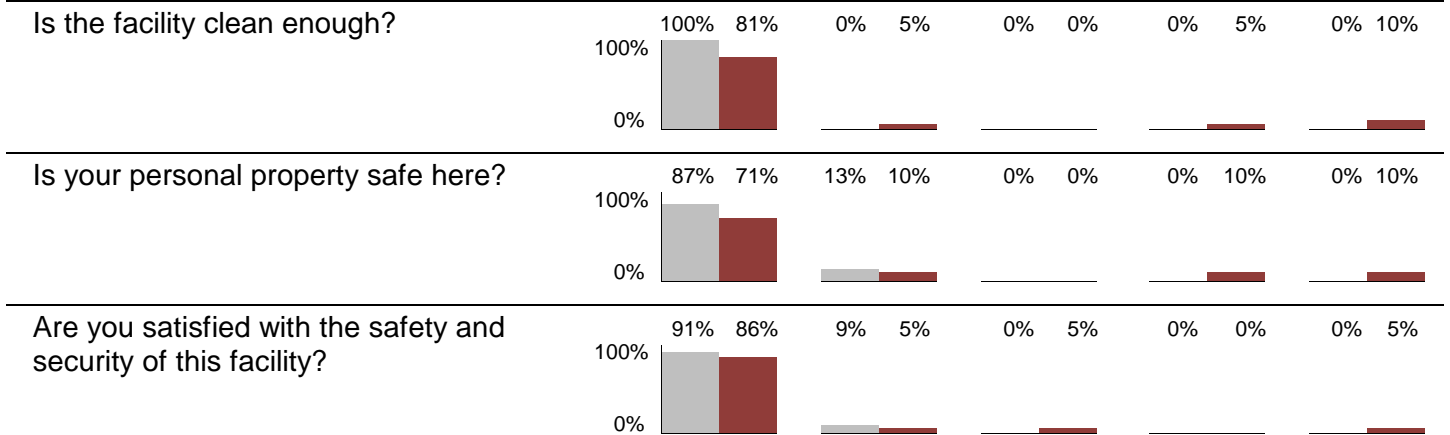
2013 2015

Always Sometimes Hardly Ever Never Does Not Apply/ Know

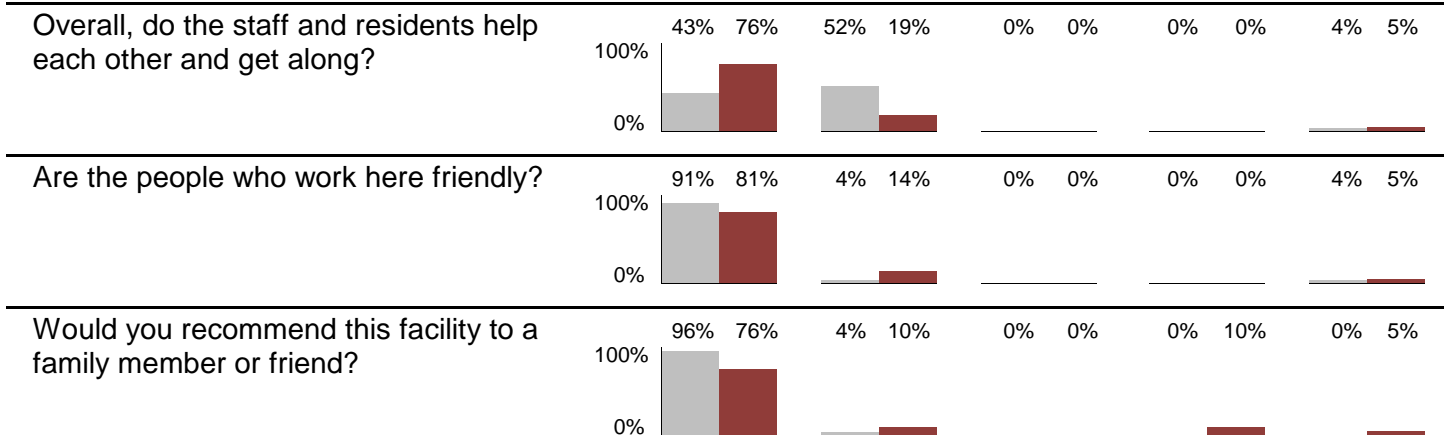
## RESIDENT ENVIRONMENT



## FACILITY ENVIRONMENT



## GENERAL

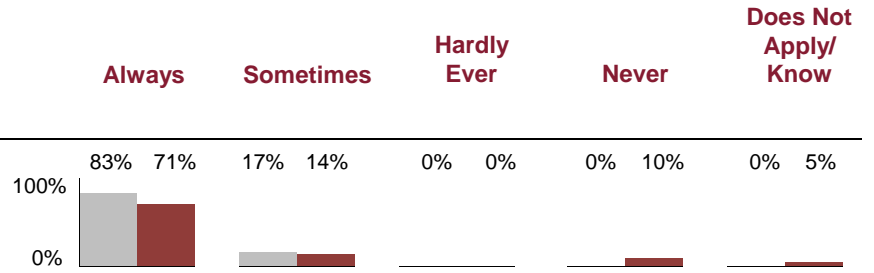


# Resident Satisfaction - A Closer Look

2013
  2015

## GENERAL

Overall, do you like this facility?



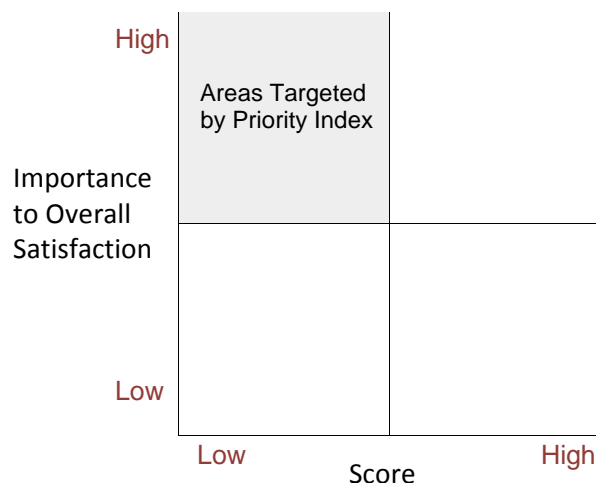
# Priority Index

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The Priority Index (PI) is a tool to help facilities focus their quality improvement efforts on areas that matter to Residents. The PI may help you determine which areas—down to the question—will be most likely to improve your overall satisfaction score.

With limited resources for quality improvement activities, the PI is designed to highlight areas where improvement efforts may provide the most return on investment. The PI pinpoints areas that:

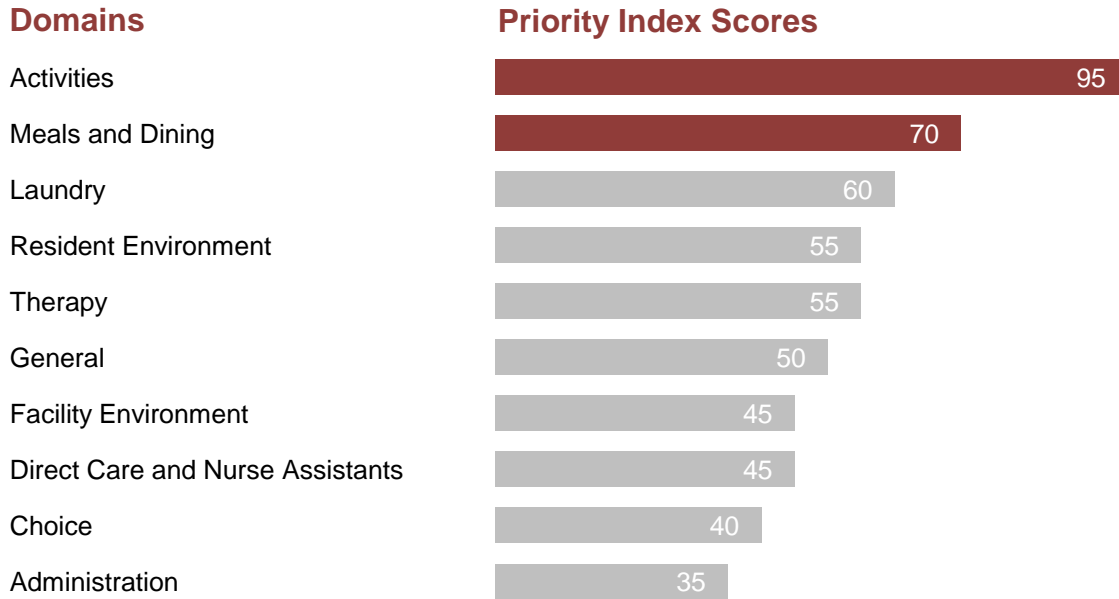
- Are closely related or important to the facility’s overall satisfaction score (“high” importance, as seen on the graph); and
- Have relatively low scores (“low” score, as seen on the graph), indicating there is room to grow.



# Target Domains

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According to the PI, the targeted domains (highlighted in red below) have both room to grow and show a strong relationship to overall satisfaction--thus working on improving these areas should increase satisfaction overall.



Additional indexes--one for each of the targeted domains--were created to get an even finer focus for quality improvement.

# Target Questions: Activities

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A PI score was calculated for each of the questions within the Activities domain. Questions with highest PI scores are the ones that may most benefit from quality improvement. The questions highlighted in red below have the highest PI scores and may benefit the most from quality improvement.

## Questions

## Priority Index Scores

|  |    |
|--|----|
| Are the activities here things that you like to do?              | 88 |
| Do you have enough to do here?                                   | 75 |
| Are you satisfied with the spiritual activities they offer here? | 50 |
| Does the activities staff treat you with respect?                | 38 |

# Target Questions: Meals and Dining

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A PI score was calculated for each of the questions within the Meals and Dining domain. Questions with highest PI scores are the ones that may most benefit from quality improvement. The questions highlighted in red below have the highest PI scores and may benefit the most from quality improvement.

| Questions                                      | Priority Index Scores |
|--|-----------------------|
| Is the food here tasty?                        | 88                    |
| Can you get the foods you like?                | 63                    |
| Are the foods served at the right temperature? | 38                    |
| Do you get enough to eat?                      | n/a                   |