

Key Findings

- Ohio's Nursing Home Family Satisfaction Survey has been conducted six times. Over 142,000 involved family members and friends of nursing home residents have responded to the survey since 2001.
- The proportion of facilities participating in the survey has increased from 69% in 2001 to 99% in 2012.
- On average, about 45% of families from each facility returned their completed surveys.
- 2010 and 2012 found the highest proportion of facilities receiving enough returned surveys to qualify for Medicaid quality points based on family survey results, with about 76% meeting the margin of error.
- Statewide, overall facility satisfaction (the average of all items in a facility) has previously ranged from 86.6 out of 100 in 2006, to 88.2 in 2008. The 2012 statewide score was a historical low of 85.6, declining from 87.9 in 2010.

Implementation of the 2012 Ohio Nursing Home Family Satisfaction Survey: Research Brief

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MARCH 2013

Background

In 2000, the Ohio State Legislature passed HB 403 that called for the development of a Web-based Ohio Long-Term Care Consumer Guide (OLTCCG). Family and resident satisfaction survey data were collected in 2001 and 2002 and posted on a newly developed website. Although funding was discontinued in 2003, a new bill and appropriation were passed in 2005. This bill requires the collection of family and resident nursing home satisfaction data in alternating years, beginning with the family survey in 2006. This report presents information about the sixth implementation of the Ohio Nursing Home Family Satisfaction Survey in 2012. The survey implementation was conducted for the Ohio Department of Aging (ODA) by the Scripps Gerontology Center (Scripps) at Miami University, Oxford, Ohio with a sub-contract to Scantron, Inc. This year Scantron created and mailed survey packets to over 58,000 family members and friends of Ohio nursing home residents.

Since the first administration of the family survey in 2001, the number of facilities participating and the number of families responding have shown dramatic increases. In 2001, 687 facilities participated, compared to 904 in 2008, 933 in 2010 and 947 in 2012. As shown in Figure 1, this represents about 99% of Ohio's nursing homes.

Figure 1. Proportion of Facilities Participating, Meeting Margin of Error, and Average Facility Response Rate, 2001-2012

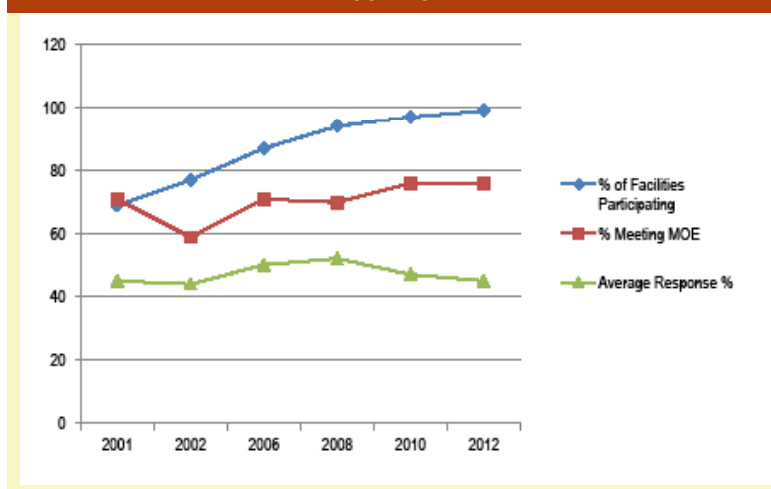


Figure 2 illustrates the number of families responding has increased from 20,226 to a high of 29,873 in 2010 and a close second of 27,008 in 2012. On average in each facility, nearly half (44.6%) of family members contacted completed a survey on paper or online.

The characteristics of family respondents have remained consistent over time. The majority of those who respond are female, adult children of nursing home residents who are very involved with the residents; about three-quarters (77.1%) visit once a week or more.

Survey and Process Changes

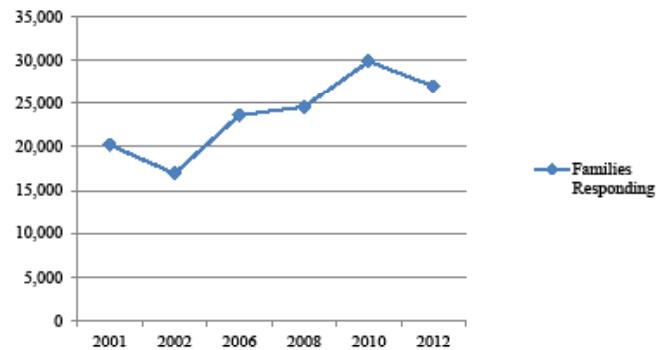
The 2012 survey includes new items, reworded versions of existing items and fewer total items after some items were deleted.

In addition to changes in the survey items, the survey distribution process was also changed this year. ODA collected family name and address lists from the facilities, drew samples as necessary and submitted mailing information to a mailing house for survey distribution directly to families instead of from nursing homes.

Survey Results

Beginning in 2006 Scripps examined areas of concern (scores below 75) and excellence (scores above 90) among facilities statewide. In 2012, five items were areas of concern, compared to two in 2010. These items include the same four areas of concern that were noted in 2006, (liking activities, food taste, getting foods the resident likes, and resident ability to get outdoors) with the addition of the new item regarding whether

Figure 2. Number of Families Responding, 2001-2012



the resident can get out of bed in the morning when he/she likes. Overall, the family scores this year were lower than last in a number of ways. Overall satisfaction decreased and on almost every item the proportion of respondents answering “always” decreased 2-3%.

Ohio’s consumer guide website (www.ltcoho.org) provides the most comprehensive consumer information about nursing homes of any state. Family satisfaction is one important component to assist prospective nursing home residents and their caregivers in choosing a nursing home. Family satisfaction also provides an important starting point for facilities to improve their care. Finally, family satisfaction is an important component of Ohio’s Medicaid nursing home reimbursement formula.



Funding for this project was provided through a grant from the Ohio Department of Aging. The authors would like to acknowledge Erin Pettegrew, project officer at ODA and Arlene Nichol, Jerrolyn Benner and Lisa Grant at Scripps for their contributions to the successful completion of the project and the development of this report.

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<http://scripps.muohio.edu/content/implementation-2012-ohio-nursing-home-family-satisfaction-survey>