

## IMPLEMENTATION OF THE 2010 NURSING HOME FAMILY SATISFACTION SURVEY

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### 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 ([www.ltcoho.org](http://www.ltcoho.org)). 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 fifth implementation of the Ohio Nursing Home Family Satisfaction Survey in 2010. The survey implementation was conducted by the Scripps Gerontology Center (Scripps) at Miami University, Oxford, Ohio with a sub-contract to Scantron, Inc. (formerly Pearson Education). This year Ohio nursing homes distributed the surveys to over 66,000 involved family members and friends.\*

2010 was the first year that no modifications were made to the survey items. Originally developed as a collaborative endeavor between the Margaret Blenkner Research Institute at Benjamin Rose in Cleveland and the Scripps Gerontology Center at Miami University in Oxford, the instrument shows excellent reliability over time.

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 and 933 in 2010. The number of families responding has increased from 20,226 to 29,873. On average, this year nearly half (44.8%) of family members contacted completed a survey on paper or online. Average facility response rates have stayed around 50%, with a low of 44% in 2002 and a high of 52% in 2008. Over time, over 115,000 families and involved friends have responded to our surveys about Ohio nursing homes.

### Key Findings

- Ohio's Nursing Home Family Satisfaction Survey has been conducted five times. Over 115,000 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 97% in 2010.
- Response rates across the state have remained around 50% over time, with a low of 44% in 2002 to a high of 52% in 2008.
- 2010 found the highest proportion of facilities receiving enough returned surveys to meet the margin of error, with over three-quarters (76%) meeting the margin of error.
- Statewide, overall facility satisfaction (the average of all items in a facility) has ranged from 86.6 out of 100 in 2006, to 88.2 in 2008. The 2010 statewide score was 87.9.

\* If facilities did not return an audit form reporting the actual number of surveys they mailed, we assumed that they mailed all of the surveys we provided.

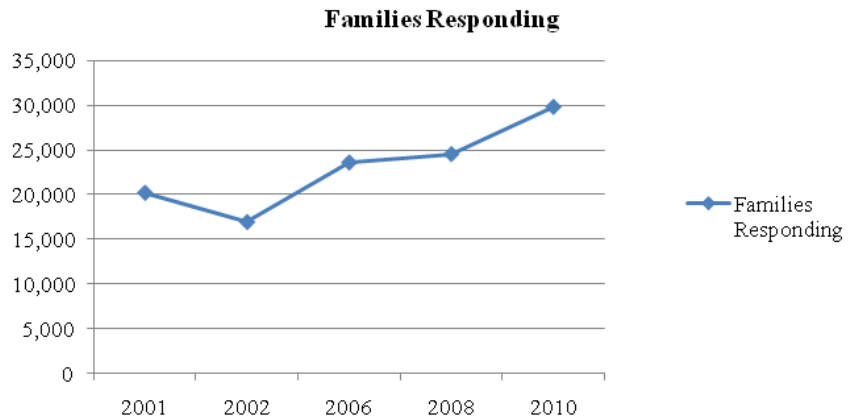
The characteristics of family respondents have remained consistent over time. The majority of those who respond are female, adult children of nursing home residents who are very involved with the residents. Over half (57.1%) visit several times per week or daily. Many also assist their residents in the nursing home; for example nearly two-thirds (63.1%) assist their family member with going to activities.

Beginning in 2006 Scripps examined areas of concern and excellence among facilities statewide. Items with average scores below 75 were identified as areas of concern, while items with average scores above 90 illustrate areas of high achievement. In 2010, only two items—having food that is tasty, and activities that the resident likes to do—were found to be areas of concern, down from six areas of concern in 2006.

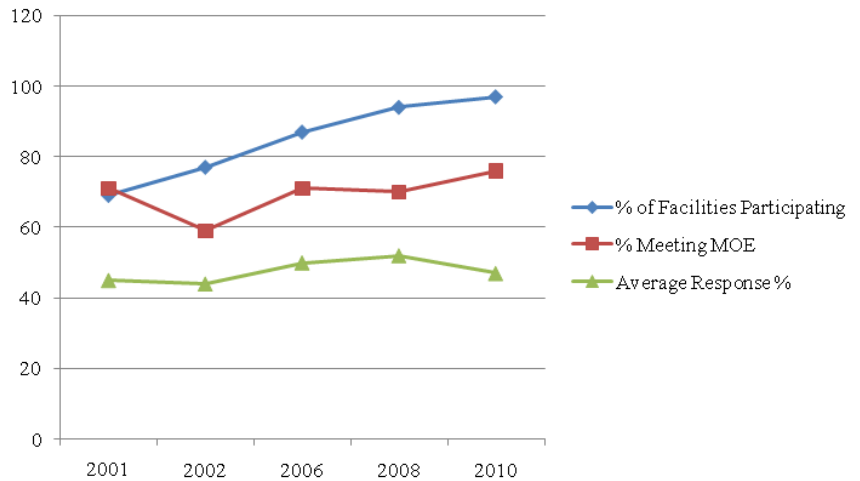
Ohio's Family Survey continues to be a work in progress. Internet options for residents and families provided new ways of responding that will be improved in future years. Survey items to reflect nursing home culture change may also be considered in the future.

Ohio's consumer guide website 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.

**Figure 1**  
**Number of Families Responding, 2001-2010**



**Figure 2**  
**Proportion of Facilities Participating, Meeting Margin of Error, and Average Facility Response Rate, 2001-2010**



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