



2020 Maryland Nursing Home Family Experience of Care Survey

**Manokin Center for Rehabilitation and
Healthcare**



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A. Background

The Maryland Health Care Commission (MHCC) family experience of care initiative began in 2005 with a pilot survey intended to guide the start of an annual process. The purpose of the initiative is to measure the experience and satisfaction of family members and other designated responsible parties of residents in Maryland's nursing homes. The project's specific objectives are to provide: 1) measures of responsible party experience and satisfaction; 2) comparisons on experience and satisfaction measures between nursing homes in Maryland; and 3) comparisons between nursing home peer groups, including geographical region, facility size, and ownership type.

The results of the survey are accessible to the public via the *MHHC Maryland Quality Reporting* website, an interactive web tool containing information about an array of long-term care services including nursing homes and community support services such as senior centers, transportation, and technology assistance. Facility-specific results will be posted on the *MHHC Maryland Quality Reporting* website to assist consumers in making informed decisions when selecting a nursing home for themselves, a family member, or a friend.

(Note: An Executive Summary containing statewide aggregate data has been issued separately and is available on the Maryland Health Care Commission website at:

<http://mhcc.maryland.gov/consumerinfo/longtermcare/Default.aspx>)

B. Summary Results for Manokin Center for Rehabilitation and Healthcare

Table 1. Summary of 2020 Domain Scores for Manokin Center for Rehabilitation and Healthcare¹

	Manokin Center for Rehabilitation and Healthcare	Statewide
Staff and Administration of the Nursing Home	3.5	3.4
Care Provided to Residents	3.5	3.3
Food and Meals	3.5	3.1
Autonomy and Resident Rights	3.4	3.1
Physical Aspects of the Nursing Home	3.4	3.2
Activities	2.8	2.7
Security and Resident's Personal Rights	3.6	3.3
Overall rating of care received at the nursing home*	8.0	7.8
Percentage that said "Definitely Yes" or "Probably Yes" to "Would you recommend the nursing home?"	85%	80%

*Unlike the other domains which are calculated on a score from one to four, the overall rating of care received at the nursing home is calculated on a scale from one to ten.

¹ Scores are calculated based on the questions in each item. Questions are scored by assigning the most positive possible answer category a score of 4, and the least positive possible answer a score of 1. See Section F for more detail. The only exception to this is scores based on individual questions.

C. Description of Sample

All nursing facilities in Maryland with one or more residents that had a 100 day stay or longer as of October 2, 2020 were included in the sample. All nursing homes were asked to provide a list of the designated family members of each of their current residents. If no family member was listed as overseeing the resident's care, another responsible party was selected to contact.

It is important to note that family members of residents with a stay of less than 100 days did not participate in this survey, so the experience and satisfaction of the family members of nursing facility residents with short-term skilled nursing care or rehabilitation needs are not captured by the results of this survey.

D. Summary of Survey Methods

All eligible (223) nursing facilities throughout the State of Maryland submitted a family member list in 2020. Using the exclusion criteria below, programs were developed to identify which responsible parties and residents met the requirement for inclusion in the survey.

Exclusion criteria:

- Date of admission is after June 24, 2020
- Resident and family member are the same individual
- No family member is listed
- Address for family member is incomplete or insufficient for mailing
- The contact address for the family member is a nursing home. In cases where the family member resides in an independent living facility associated with a nursing home, they were not excluded.
- The family member's address is outside the United States

The list obtained after exclusions became the mailing list used to contact potential respondents. In all, 14,926 family members were eligible to participate, including 583 that did not have a valid mailing address but had a telephone number. An initial invitation letter containing a link to the online survey and a unique respondent passcode was mailed to 14,343 family members with valid mailing addresses on October 2, 2020. The online survey module is a new survey mode in 2020 intended to improve response rates and provide respondents with more options to complete the survey. Beginning October 7, 2020, telephone prompt calls were made to respondents from nursing homes with historically low response rates and those who did not receive a letter but had a telephone number. Respondents were prompted to visit and complete the survey and were offered an email invitation if they provided an email address to the interviewer.

The first survey packet was mailed on November 9, 2020 to those who did not respond to the initial online or telephone survey. The survey packet included instructions on how to complete the survey online if they preferred. A second survey packet was sent on December 8, 2020. Follow-up telephone calls were made to responsible parties from specific facilities with a response rate of 50% or less to maximize the response rates and obtain completed surveys. Follow-up calls began on November 19, 2020 and ended on February 20, 2021. Calls were conducted from 9 AM to 9 PM on weekdays and 10 AM to 6 PM on Saturdays.

A total of 5,455 eligible surveys were completed through March 1, 2021 out of 14,926 eligible family members, resulting in a final response rate of 40% for all facilities. Table 2 summarizes the final 2020 Maryland Nursing Home Family Experience of Care Survey sample.