

# *Enhancing Quality* **in Rhode Island's Nursing Homes**

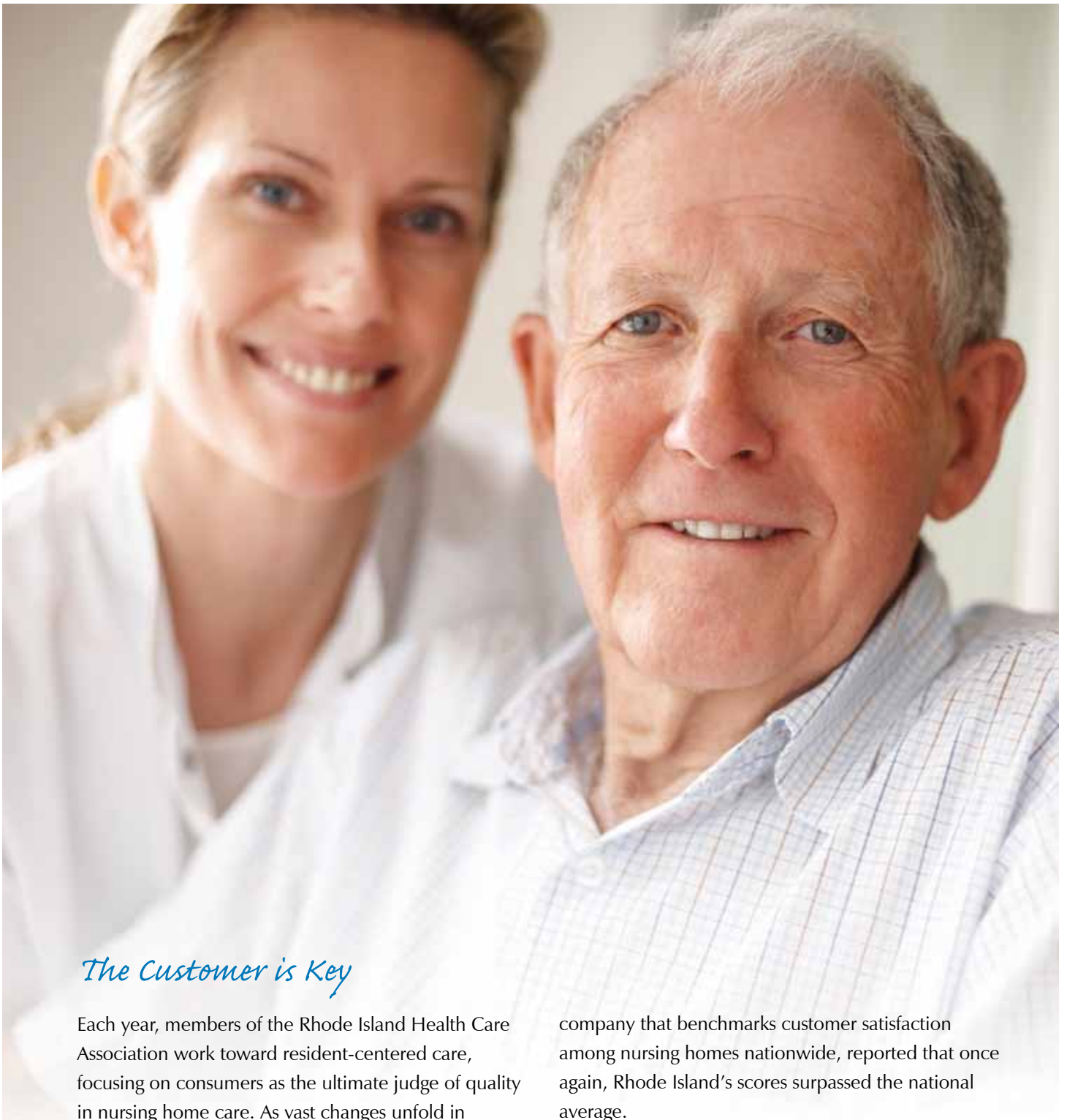
A report by the **Rhode Island Health Care Association**

*... Setting the Pace in Nursing Home Care*



**rihca**

May 2010



### *The Customer is Key*

Each year, members of the Rhode Island Health Care Association work toward resident-centered care, focusing on consumers as the ultimate judge of quality in nursing home care. As vast changes unfold in Rhode Island's long term care delivery system, RIHCA respectfully asks that those who develop and govern our health care system, place the consumer at the forefront of all decisions that will affect their access to quality care.

In 2009, Rhode Island's scores on resident and family satisfaction surveys surpassed the state's exemplary scores of 2008. My InnerView, the national research

company that benchmarks customer satisfaction among nursing homes nationwide, reported that once again, Rhode Island's scores surpassed the national average.

My InnerView also presents Excellence in Action awards to recognize those facilities that achieve high levels of excellence as demonstrated by having overall customer or workforce satisfaction levels that fall within the top ten percent of My InnerView's national satisfaction database. In 2009, no other state had a higher percentage of Excellence in Action winners for customer satisfaction.

# Quality

## *The Importance of Quality in Nursing Home Care*

In its simplest form, Webster's defines quality as "a degree of excellence", but what does that really mean when referring to someone's experience in a nursing home? For those relying on long term care, quality is only truly met when the services provided meet or exceed the expectations of the resident and those closest to them. Therefore, as in most walks of life, customer satisfaction is the highest test of quality in nursing home care.



The members of the Rhode Island Health Care Association believe that focusing on the consumer as the principal judge of quality is the goal that should become the foundation for all measures that encourage providers to strive for excellence. Currently, all of the nationally mandated, standardized tools used to define nursing home quality come from a source other than the consumer. While government surveys and data are useful, they typically don't measure consumer satisfaction, provider commitment or variables among facilities. The purpose of this report is to provide the public and policymakers with a snapshot of where Rhode Island nursing homes stand today in their endeavor to provide quality care, in a manner that goes beyond government statistics. In gaining a comprehensive understanding of nursing home quality in Rhode Island, we can work together to shape a future that offers the best care possible to Rhode Island's aging citizens.

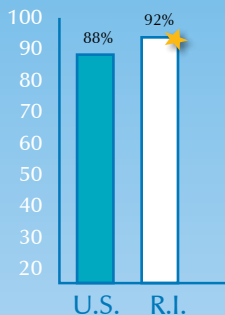
## *2009 Highlights*

Rhode Island nursing homes have become known as innovative leaders in nursing home care, not just because they score well on mandated measures, but because they voluntarily embrace a culture of person-centered care and proactive quality initiatives. For example, in 2006, Rhode Island was quick to join in a voluntary, national campaign to improve nursing home quality, called the Advancing Excellence Campaign. Eighty-eight percent of the state's facilities joined in this quality improvement effort compared to 45 percent nationally. Even more impressive, Phase II of the campaign kicked off in January of 2010 with 98 percent of Rhode Island's skilled nursing and rehabilitation facilities participating.

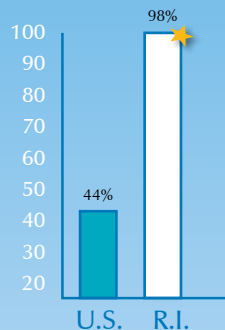
Similarly, last year Rhode Island more than doubled its number of American Health Care Association Quality Award winners. More than one in four Rhode Island nursing homes have now earned the coveted award, a national benchmark of distinction. The AHCA National Quality Award Program is based on the core values and criteria of the Malcolm Baldrige National Quality Award Program.

By far however, Rhode Island's most impressive distinction is its results on resident and family satisfaction surveys mandated by the Rhode Island Department of Health. Ninety-two percent of respondents indicated that they would recommend their facility to others. My InnerView, the national research firm that conducts the surveys, rates Rhode Island nursing homes among the best in the country in terms of consumer satisfaction.

# Rhode Island Nursing Homes... a culture of excellence



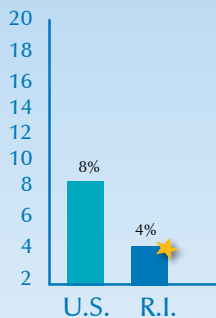
**Percentage of Respondents Who Rated Facility Good to Excellent. My InnerView Resident & Family Satisfaction Surveys**



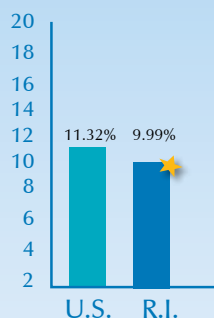
**Phase II Advancing Excellence Quality Improvement Campaign Participation**  
*Participation as of January, 2010*



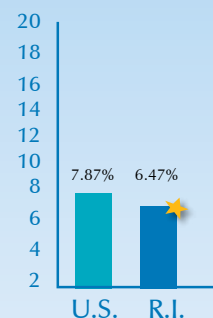
**RI nursing homes had the highest percentage of My InnerView Excellence in Action awards for customer satisfaction in 2009.**



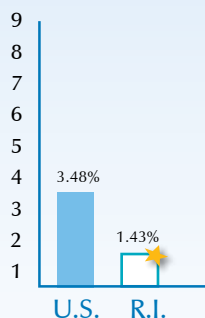
**Average Number of Deficiencies in Nursing Homes**



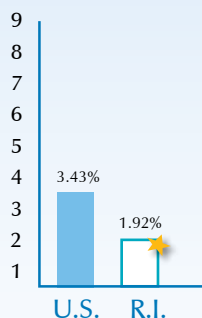
**Percentage of Residents With High Risk Pressure Ulcers**  
*Source: CMS*



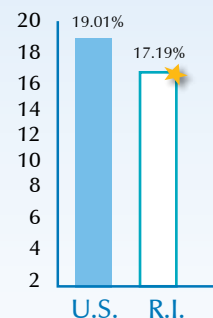
**Percentage of Residents Who Lose Too Much Weight**  
*Source: CMS*



**Percentage of Residents Who Were Physically Restrained**  
*Source: CMS*



**Percentage of Residents Who Have Moderate to Severe Pain**  
*Source: CMS*



**Percentage of Short-stay Residents With Pain**  
*Source: CMS*

\*Data points represent a 3-month time period from April 2009 to June 2009

RIHCA is interested in your opinion of Rhode Island's long term care system.  
**Please fill out our brief survey at [www.rihca.com](http://www.rihca.com).**

## Goals and Accomplishments

Last year was a landmark year. The Quality Improvement Committee of the Rhode Island Health Care Association (RIHCA) was formed in early 2009 to improve the quality of life for the state's nursing home residents. The committee set and met a number of aggressive goals including the following:

- **Institute the 1st Quality Symposium Day to enhance long term care education.**

RIHCA's 1st Annual "Quality Gateway" was held in September 2009 with nearly 200 caregivers from throughout Rhode Island participating. Attendees took part in continuing education seminars presented by nationally renowned speakers. The success of the first RIHCA Quality Symposium ensured that an annual forum for networking and education will continue for years to come.

- **Develop educational programs that encourage continuous quality improvement and culture change and address the areas in resident and family satisfaction surveys that need improvement.**

In 2009, RIHCA hosted more than 60 seminars for caregivers employed in Rhode Island nursing homes. Topics ranged from maximizing the dining experience to the importance of leadership in developing successful quality improvement initiatives. Particular attention was paid to those topics identified as a critical need by the RIHCA Quality Improvement Committee. This year, RIHCA is once again hosting a variety of seminars presented by regional and national experts in their subject area. Continuing education courses that relate to the goals of the Advancing Excellence campaign carry their own recognition and RIHCA will provide additional training for facilities wishing to complete applications for an American Health Care Association Quality Award.



- **Encourage facilities to perform employee satisfaction surveys**

Recognizing that employee retention is critical in enhancing the quality of life of nursing home residents, RIHCA has employed a number of activities aimed at engaging all skilled nursing and rehabilitation facilities in activities which monitor the satisfaction of their employees. In 2009, RIHCA doubled the number of member facilities who employed satisfaction surveys to monitor personnel attitudes toward their working environment. The results of these surveys have helped RIHCA implement an education program geared toward enhancing employee satisfaction and reducing staff turnover in nursing homes.

Balancing a precarious funding stream with the need to provide quality health care services is difficult. RIHCA is particularly appreciative of the efforts of several long term care partners who work with us on a daily basis to provide the best health care possible to our citizens. Our thanks goes out to Quality Partners of Rhode Island, the Governor's Workforce Board, the Rhode Island Office of Adult Education, the Rhode Island Department of Health and Human Services and numerous others who have worked with RIHCA members to ensure that the elderly and chronically ill receive the high quality skilled nursing care they deserve.

# Rhode Island Health Care Association

# Members

Apple Rehab Clipper	Grand Islander Center**	Pine Grove Health Center
Apple Rehab Watch Hill	Grandview Center*	Riverview Healthcare Community*
Bayberry Commons*	Greenville Skilled Nursing & Rehabilitation Center	Sakonnet Bay Manor
Berkshire Place*	Greenwood Care and Rehabilitation	Scallop Shell Nursing & Rehabilitation Center*
Briarcliffe Manor*	Heatherwood Nursing & Rehabilitation*	Silver Creek Manor*
Cedar Crest Nursing & Rehabilitation Centre*	Hebert Nursing Home	South County Nursing & Rehabilitation Center
Charlesgate Nursing Center	Heritage Hills Nursing Centre	South Kingstown Nursing & Rehabilitation Center*
Cherry Hill Manor	Holiday Retirement Home	Summit Commons Skilled Nursing & Rehabilitation Center
Chestnut Terrace Nursing & Rehabilitation Center**	Hopkins Manor*	Sunny View Nursing Home
Cortland Place	Kent Regency Center*	Village House Convalescent Home*
Coventry Skilled Nursing & Rehabilitation Center	The Mansion Nursing & Rehabilitation Center	Warren Skilled Nursing & Rehabilitation Center
Cra-Mar Meadows	Morgan Health Center*	Waterview Villa
Crestwood Nursing & Conv. Home	Nancy Ann Nursing Home	West Shore Health Center*
Eastgate Nursing & Recovery Center	North Bay Manor	West View Health Care Center
Elmhurst Extended Care Facility	Oak Hill Nursing & Rehabilitation Center**	Westerly Health Center
Elmwood Health Center*	Oakland Grove Health Care Center	Woodland Convalescent Center
Emerald Bay Manor	Orchard View Manor Nursing & Rehabilitation*	Woodpecker Hill Health Center
Epoch Senior Health Care*	Overlook Nursing & Rehabilitation Center	Woonsocket Health & Rehabilitation Center
Evergreen House Health Center	Pawtucket Skilled Nursing & Rehabilitation Center	
Forest Farm Health Care Center*	Pawtuxet Village Care & Rehabilitation Center*	
The Friendly Home		
Golden Crest Nursing Centre		
Grace Barker Nursing Center		

\*AHCA Quality Award Bronze Star Winner

\*\*AHCA Quality Award Bronze and Silver Star Winner

## Our Mission

The Rhode Island Health Care Association (RIHCA) is a non-profit trade association of skilled nursing and rehabilitation centers that represents approximately three quarters of Rhode Island's nursing homes. RIHCA's mission is to enhance its members' ability to provide sustainable quality health care and quality of life to the residents of Rhode Island's skilled nursing facilities.

As a state affiliate of the American Health Care Association, RIHCA subscribes to the national association's tenets of representing the skilled nursing care community to government, business leaders, and the general public. It also serves as a force for change within the long term care field, providing information, education, and administrative tools that enhance quality at every level.

**RIHCA ... Setting the Pace in Nursing Home Care**

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