

Rhode Island Nursing Home Satisfaction Surveys Rate Higher Than National Average

Warwick, RI, January 25, 2010...The Rhode Island Health Care Association (RIHCA), a non-profit association of skilled nursing and rehabilitation facilities throughout Rhode Island, is pointing to the results of the latest state-released nursing home resident and family satisfaction surveys as proof of the high quality of care delivered in Rhode Island nursing homes. Satisfaction surveys of 1617 Rhode Island nursing home residents and 2172 family members place consumer satisfaction with the care provided in Rhode Island nursing homes above the national average. Ninety-two (92) percent of residents would recommend their nursing home to another compared to 88 percent nationally. Likewise, 92 percent of families would do the same compared to 86 percent nationally. The surveys are conducted annually by My InnerView, a national research firm that benchmarks Rhode Island facilities against their counterparts across the country. Approximately 200,000 surveys are administered nationwide.

The surveys measure consumer satisfaction with factors that dictate the quality of care, services and life in a nursing home. Nursing homes nationwide have moved away from a medical model of care to a resident-centered model that recognizes that nursing homes become home for long term residents and should be structured as such. The movement, termed Culture Change, attempts to provide for consistent staffing, more choice and less institutionalized delivery of services. The My InnerView surveys help providers understand where improvement is needed. In addition to measuring overall satisfaction, the surveys measure 22 distinct areas ranging from competency of staff to quality of laundry services.

The survey results come at a time when Rhode Island nursing home residents are facing \$2.6 million in cuts to Medicaid funding for nursing home care which providers caution could compromise the quality of care and availability of services delivered. "Nursing homes have sustained millions of dollars in funding cuts over the past few years, said Virginia Burke, President and CEO of the Rhode Island Health Care Association. "Continued cuts threaten the advances nursing homes have made to restructure themselves as places that people feel are more like home. Seventy one percent of the residents responding to the satisfaction surveys have lived in the facility for a year or more. Would anyone want to live in a hospital that long? Without adequate funding, nursing homes may be forced back to that institutional style of health care delivery which would erase the tremendous strides that have been made in nursing home reform," she said.

Results of the nursing home satisfaction surveys can be found on the Rhode Island Department of Health website at www.health.ri.gov.

About the Rhode Island Health Care Association

The Rhode Island Health Care Association (RIHCA) is a non-profit organization comprised of two-thirds of Rhode Island's skilled nursing and rehabilitation facilities. RIHCA is committed to providing accessible, quality health care to all Rhode Islanders.

About My InnerView

My InnerView is the nation's leading provider of knowledge management applications for the senior care profession. By maintaining the profession's largest private database of quality customer and workforce satisfaction metrics, My InnerView is able to provide leaders in assisted living, senior housing and skilled nursing professions with the information to properly align their operational sectors in an effort to improve

performance enterprise-wide. My InnerView provides resources to more than 7,400 senior care providers across the nation.

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