

Nursing Home Satisfaction Measures: What Is Their Relationship to Quality?

**National Consumer Voice for Quality LTC
Webinar**

May 17, 2018

Study Overview

- ▶ **Aim**: Understand how resident and family satisfaction and experience relate to other measures of NH quality
- ▶ Funded by the Catherine Weldon Donaghue Medical Research Foundation, Another Look Initiative
 - ▶ January 2016 through June 2017
- ▶ Presented at the CV Annual Meeting last November

The Project Team

UMass Boston Researchers: Pamela Nadash (Principal Investigator); Jennifer Gaudet Hefele, Edward Alan Miller, Kathrin Boerner (Co-investigators); Adrita Barooah, Joyce Wang (Research Assistants)

Consumer Voice Team: Lori Smetanka (Executive Director), Robyn Grant (Director of Public Policy & Advocacy)

Advisory Group Members: David Gifford, Tamara Konetzka, Beverly Laubert, Cheryl Phillips, Cynthia Rudder, Tetyana Shippee

Why Satisfaction?

- ▶ To address the perceived inadequacies of other quality measures
 - ▶ Survey deficiencies
 - ▶ Clinical quality indicators
 - ▶ Complaints / lawsuits
- ▶ To provide another kind of information
 - ▶ To the extent that satisfaction is different from quality
- ▶ To meet modern expectations about transparency
 - ▶ Online user evaluations are now part of everyday life
- ▶ To promote competition and improve quality
 - ▶ Benchmarking and performance improvement
 - ▶ The “market driver” hypothesis

Why Not Satisfaction? Critiques Part I

- ▶ Satisfaction is not always associated with quality
 - ▶ Example: the very nice doctor who isn't very competent
 - ▶ May incentivize wrong behaviors
 - ▶ Overutilization of discretionary services
 - ▶ Spending on waiting rooms, etc.
 - ▶ Some literature shows that people focus on aspects of care such as relationships, aesthetics, and amenities to the exclusion of clinical quality of care

However...

- ▶ Overall, research shows positive associations between patient experience and outcomes
- ▶ In any case, many factors that are less important in outpatient or hospital care are arguably critical in the nursing home environment where residents often spend the remainder of their lives

Why Not Satisfaction? Critiques Part II

Problem: Lack of variation in the measure (in other words, everyone scores high!) Why?

- ▶ Expectations
- ▶ Coping
- ▶ Social acceptability bias / fear of retribution

Other things influencing scores

- ▶ Choice and control
- ▶ Individual-level factors
 - ▶ Mental state (distress, depression, mental illness)
 - ▶ Education
 - ▶ Health status

How Satisfaction Is measured

- ▶ Distinction between **experience** and **satisfaction**
- ▶ Satisfaction instruments often include various aspects of the nursing home *experience*. Common domains:
 - ▶ Comfort/ Physical environment
 - ▶ Privacy
 - ▶ Dignity/Autonomy
 - ▶ Food
 - ▶ Security
 - ▶ Staff competence/behavior
 - ▶ Activities/Opportunities for engagement

Global Satisfaction Measures

- ▶ Overall, how do you rate your overall satisfaction with this facility?
- ▶ Would you recommend this facility to others?

Different types of surveys

- ▶ Family
- ▶ Resident
- ▶ Long-stay
- ▶ Short-stay

Different issues around administration

- ▶ Help with filling out the survey
- ▶ Proxy respondents
- ▶ Response rates – we used NHs that had 20 or more respondents

The Policy Perspective on Satisfaction

- ▶ Satisfaction is used in a host of other healthcare domains
- ▶ The CAHPS (Consumer Assessment of Healthcare Providers and Systems) is used in hospital care, home health episodes, Medicare Advantage plans, hemodialysis, and hospice care
 - ▶ Required by law for certain provider types (eg, hospitals, hospice providers, home health agencies) and likely to be required for other provider types
 - ▶ Publicly reported in Hospital and Home Health Compare
- ▶ Satisfaction is also required by law under some ACA's value-based purchasing initiatives as well as some state P4P programs
 - ▶ Satisfaction scores affect reimbursement!

CARETENDERS

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These survey results tell you what patients said about their recent home health care experiences. You can compare home health agencies because everyone answered the same survey questions.

[Read more information about the survey of patients' home health experiences](#)

These results are from patients who got home health services between **April 1, 2016** and **March 31, 2017**

Number of completed Surveys: 349
Survey response rate: 20

Patient survey results

HHCAPHS (Home Health Consumer Assessment of Healthcare Providers and Systems) is a national survey that asks patients about their recent experiences with a home health agency. Use the results shown here to compare home health agencies based on 4 important home health agency quality topics.

- ◆ Find out why these [measures](#) and the [star ratings](#) are important.
- ◆ [Learn more about the data and star ratings.](#)
- ◆ [Get the current data collection period.](#)

Star ratings are only displayed for home health agencies that submit at least 40 completed home health patient surveys in the reporting period.

[Show Graphs](#)

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	CARETENDERS	MASSACHUSETTS AVERAGE	NATIONAL AVERAGE
Patient survey summary star rating. More stars are better. Learn more	★★★★●		
How often the home health team gave care in a professional way	92%	88%	88%
How well did the home health team communicate with patients	87%	85%	85%
Did the home health team discuss medicines, pain, and home safety with patients	84%	84%	83%
How do patients rate the overall care from the home health agency	88%	85%	84%
Would patients recommend the home health agency to friends and family	84%	81%	78%

Option

If footnotes appear in the table, hover over the number to get more details. [View more footnote details.](#)

However, Not The Norm in the NH Sector

- ▶ A lack of action at the federal level
 - ▶ Not required nationally
 - ▶ Not reported on the NH Compare website
- ▶ Considerable activity on a voluntary basis
 - ▶ The AHCA website lists 14 different NH survey vendors
 - ▶ My InnerView alone is used by roughly 2,600 NHs nationally (out of roughly 15,500)
 - ▶ Anecdotally, NHs use the data for performance monitoring and marketing

NH Sector, Cont'd

- ▶ Variety of instruments
 - ▶ In addition to the 14 vendors already mentioned, at least 3 states have developed their own instruments
 - ▶ Ohio
 - ▶ Minnesota
 - ▶ Maryland
- ▶ Rarely used in P4P in NHs (only a few states)
- ▶ Some states require that NHs survey residents and families and make those results publicly available



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Report Card History



Report Card Date	MN Clinical Quality Indicators	Resident Quality of Life	Family Satisfaction Survey	State Inspection Results	Hours of Direct Care	Staff Retention	Temp Staff Agency Use	Proportion of Beds in Single Rooms
(Minnesota Average)	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★★	★★★★
(Most Recent) 09/15/2017	★★	★★★★	★★★★	★★★★★	★★★★	★★★★	★★★★★	★★★★
06/08/2017	★	★★★★	★★★★	★★★★★	★★★★	★★★★	★★★★★	★★★★
11/22/2016	★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★★	★★★★
05/05/2016	★★	★★★★	n/a	★★★★	★★★★	★★★★	★★★★★	★★★★
01/25/2016	★★★★	★★★★	n/a	★★★★	★★★★	★★★★	★★★★★	★★★★
10/21/2015	★★★★	★★★★	n/a	★★★★	★★★★	★★★★	★★★★★	★★★★
07/15/2015	★★★★	★★★★	n/a	★★★★	★★★★	★★★★	★★★★★	★★★★
03/23/2015	★★★★	★★★★	n/a	★★	★★★★	★★★★	★★★★★	★★★★
10/03/2014	★★★★	★★★★	n/a	★★	★★★★	★★★★	★★★★★	★★★★
09/16/2013	★★★★★	★★★★★	n/a	★★★★	★★★★	★★★★	★★★★★	★★★★
(Oldest) 10/15/2012	★★★★	★★★★	n/a	★★	★★★★	★★★★	★★★★★	★★★★
Measure is Updated:	Quarterly	Yearly	Yearly	Quarterly	Yearly	Yearly	Yearly	Quarterly

- [Click to see details of MN Quality Indicators](#)
- [Click to see details of Resident Quality of Life](#)
- [Click to see details of Family Satisfaction Survey](#)
- [Click for more Facility Information - Including Health Survey Inspection Findings \(This link opens a new window and takes you to the MN Dept. of Health website\)](#)

Facility Daily Rates



DDF	ES3	ES2	ES1	RAE	RAD	RAC	RAB	RAA	HE2	HE1	HD2	HD1	HC2	HC1	HB2
\$259.18	\$480.78	\$395.46	\$394.36	\$331.21	\$323.44	\$299.06	\$270.26	\$239.22	\$356.68	\$311.25	\$335.62	\$295.74	\$322.34	\$284.65	\$320.12

The Big Question(s):

- ▶ Should government require NHs to collect satisfaction/experience data?
- ▶ Should such data be incorporated into public reporting/P4P rubrics?

From a Research Perspective

- ▶ Little is known about how NH satisfaction/experience relates to other measures of quality
 - ▶ Overlapping or unique contributions?
 - ▶ What factors predict satisfaction with NHs?
 - ▶ Are the factors different for families than they are for residents?
- ▶ Our study aims to address these issues.
 - ▶ Details available upon request
 - ▶ Journal article coming out soon!

How satisfied are consumers and families?

And to what extent does resident satisfaction correlate with family satisfaction?

Table 2: Average Satisfaction Scores for Residents and Family (1-4)

My Interview Domains	Resident (N=1036)	Family (N=1313)
Quality of Life	3.26	3.29
Quality of Care	3.23	3.24
Quality of Service	3.10	3.07
Overall Satisfaction (item 23)	3.30	3.29
Recommendation (item 24)	3.30	3.30

How does satisfaction correlate with our quality measures?

We looked at:

- NH Compare 5-star rating
- Any QoL survey deficiency
- Any QoC survey deficiency

Table 3: Correlations of Key Variables

	Resident Satisfaction (N=1036)	Family Satisfaction (N=1313)
Resident Satisfaction		0.540****
Family Satisfaction	0.540****	
NH 5-Star Rating	0.298****	0.359****
QoL Deficiencies (any)	-0.095**	-0.113****
QoC Deficiencies (any)	-0.125****	-0.194****

Factors Related to Satisfaction

▶ For Residents

- ▶ Quality – only the 5-Star Rating was significant
- ▶ Facility-level factors – many of these were significant, including the proportion of residents covered by Medicare/Medicaid, facility size and occupancy rates, and the proportion of residents who were 65 or younger
- ▶ Staffing – none (RN, LPN, CNA) of these was significant

▶ For Families

- ▶ Many factors were significant!
- ▶ All of the quality variables
- ▶ All of the staffing variables
- ▶ Many facility-level variables – notably, NH profit status

Things That Did NOT Predict Satisfaction (For both Residents and Families)

- ▶ Any QoL Deficiency
- ▶ For-Profit Independent
- ▶ Registered Nurse Staffing
- ▶ How competitive the local NH market was (in the county) – as measured by the Herfindahl-Hirschman Index

So What Does it All Mean?

- ▶ The NH Compare 5-star rating does appear to affect family and resident satisfaction
- ▶ Similarly, deficiencies do appear to affect both family and resident satisfaction.
- ▶ However, the results suggest that there's a lot about satisfaction that remains unexplained
- ▶ The relatively low association between family and resident satisfaction suggests (as other studies do) that family and resident satisfaction are two distinct things

The Bottom Line:

- ▶ Satisfaction does appear to capture very different things than other quality measures do

THANK YOU!

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