

# **Hospital Report 2003: Complex Continuing Care Patient and Family Satisfaction Technical Report**

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# Patient and Family Satisfaction

## Overview

Between December 2002 and March 2003 over 3,500 Complex Continuing Care (CCC) patients and/or their families were surveyed regarding their satisfaction with the quality of care they or their relative received earlier that year. When a loved one is in a CCC setting for any length of time, their family often plays an integral role in the care and care planning processes. Directly measuring patient and family perspectives on the care they receive in CCC is fundamental to hospitals' understanding of how well they care for the chronically ill patient population. Patients in both freestanding CCC hospital beds and CCC unit beds within acute care hospitals, and their families, were surveyed.

Although patient and family satisfaction surveys were used to gauge client perspectives and satisfaction for this Report, it is important to acknowledge that hospitals can also obtain client feedback by other means, such as patient and family councils, focus groups, and town-hall meetings.

## Methodology

### Data Sources

Patient and family perspectives on the quality of care in CCC programs were obtained through separate surveys that were administered on behalf of hospitals by the NRC+Picker Group Canada (formerly, Smaller World Communications Inc). The Long-Term Care Resident Evaluation Survey (LTCRES) and the Long-Term Care Family Survey, for patients and families respectively, have a 10-year history of development and refinement, based on research and field experience in four Canadian provinces. Details of the original development of these tools are documented in the research literature (for references, see *Hospital Report 2003: Complex Continuing Care*).

### French-Language Translation

The final English versions of the patient and family surveys were translated into French by translators at a Quebec research company, SOM Inc. The French versions were then back-translated by staff from NRC Picker Group Canada to confirm that question meaning was maintained. Fully bilingual interviewers were hired to conduct the interviews for patients who spoke French. Difficulties with the French translation documented from the 2001 iteration were corrected for the version used in 2003.

The Patient and Family Survey questions are listed in **Appendix A** along with the French translation, the distribution of responses among the response options, and the scoring rules.

### Hospital Participation

Forty two (42) of the 64 hospital corporations that participated in *Hospital Report 2003: Complex Continuing Care* also participated in the CCC Patient and Family Satisfaction Surveys, enabling them to be included in the Patient and Family Satisfaction quadrant. The hospitals that participated in this quadrant provided 70.9% of the total CCC patient days in Ontario during fiscal 2001/2002.

In general, small CCC programs are not as well represented in the data as larger programs. Of 88 hospital corporations that each provided less than 30,000 patient days of CCC service in fiscal 2001/02 (that is, CCC programs of up to about 30 beds), only 27 (31%) are represented in the data. Conversely, 15 (71%) of the 21 hospital corporations that provided 30,000 or more patient days of CCC service in 2001/2002 are represented in the data. For some of the other hospital sectors, a hospital's participation in the patient satisfaction survey is required in order to participate in the report for the sector. However, due to the higher fixed costs of conducting patient interviews rather than mail surveys, and the small sample size at some hospitals, participation in this quadrant was not a prerequisite for participation in *Hospital Report 2003: Complex Continuing Care*.

## Survey Process

Data collection began in December of 2002 and ended in March of 2003.

### Patient Selection and Interview Process

Complex continuing care patients and their corresponding most significant visitor/family member were eligible to participate in the interviews/surveys. The interview list generated for each participating hospital was a census of the patients in the CCC program approximately three to four weeks prior to the interviewing period. Patients were not pre-screened based on their cognitive or physical ability. The only patients excluded from the list of patients eligible to be interviewed were those in respite or palliative care.

Interviewers made up to three attempts to interview each patient. If a patient refused to be interviewed or, if the interview could not be completed after three attempts, a patient was not able to respond to the questions, or if the patient was too ill, then no data were collected. The patient was then counted as a non-responder. The interviewers, based on their training by NRC Picker Group Canada, made the judgement of whether or not the patient was capable of responding to the questions. In circumstances where a decision about a patient's capability was not clear to the interviewer, the interviewer consulted with the rest of the interview team at a daily meeting. If there was still any doubt, the NRC Picker Group Site Supervisor made the final decisions regarding patients' capability to participate.

### Significant Visitor/Family Selection and Interview Process

The Family Survey was sent to the person who visited the patient most frequently, as reported by the hospital, regardless of whether that person was an immediate family member, distant relative, or friend. The survey was not automatically sent to the next of kin or the substitute decision-maker, nor was it sent to paid companions or those with power of attorney who did not visit the hospital. The requirement that the person filling out the survey be the 'most frequent visitor' ensured that the respondent was familiar with the hospital and could answer the questions knowledgeably. Reminder cards were sent to these visitors approximately ten working days after the first mailing. Facilities also had the option of calling these visitors to encourage their participation.

## Consent

### Informing patients and families prior to the survey:

The hospitals were instructed, by the survey vendor (NRC+Picker Group) to notify patients and family members about the Complex Continuing Care Evaluation Survey in the weeks prior to data collection. Hospitals may use posters, newsletters, meetings and/or any other means to inform patients and families about the upcoming survey.

### Consent process at the time of the survey:

Verbal consent was obtained from the patient prior to starting an interview. Written consent was not required since many of the patients have physical limitations that preclude this. Interviewers were instructed to first approach the patient as a visitor. Once communication was established and the patient was comfortable, the patient was made aware of the purpose of the survey, selection criteria (random or census), type of questions in the survey, length of time to complete an interview, person overseeing the survey and data handling to ensure confidentiality. The patient was then asked whether he/she would like to be interviewed. If a patient said 'no' he/she was thanked and the interview is not pursued. If the patient was interested in continuing, the interviewer either set up an appointment or proceeded with the interview, at the choice of the patient.

The first task was to create as much privacy as possible. Ideally, the patient was moved to a private room but this is not always possible. The interviewer did everything possible to establish privacy. Once privacy was established, the interviewer read the following statement of confidentiality and again asked the patient if he/she would like to participate.

#### Statement of Confidentiality and Voluntary Participation

The information you provide is completely confidential.

Your name, your room number or your exact date of birth will not appear anywhere on this questionnaire.

No one will know your individual answers.

Your participation is completely voluntary; you do not have to proceed with this survey interview if you don't want to.

Your care at (*Facility name*) will not be affected in any way, whether or not you decide to complete this interview.

The main purpose of this questionnaire is to find out how (patients and) residents feel about living here to help (*Facility name*) provide the best possible care.

Please don't hesitate to be totally honest about each question.

If, at any time, you want to stop, or you have something to say, please feel free to interrupt me. If there are certain questions you find difficult or don't feel comfortable answering, simply let me know.

Before we begin do you have any questions?

With respect to the family survey, return of a completed survey was taken as implied consent for participation.

## Confidentiality

To ensure confidentiality, patients and significant visitor/family were assigned identification numbers and names were not recorded on the survey forms. To further ensure that confidentiality was maintained, results from the survey are only presented in summary form. Comments provided by patients and family members were examined so that any information that could identify patients, families or staff was removed prior to feeding the information back to the hospitals. Each family member/visitor received a survey, a letter from senior management (explaining the purpose of the survey and the name and phone number of the appropriate contact for their questions) and a postage-paid return envelope addressed to NRC Picker Group Canada. NRC+Picker Group Canada processed the outgoing and incoming mailings.

## Data Quality and Completeness

### Selection and Training of Interviewers:

NRC+Picker Group Canada recruited interviewers from towns and cities across Ontario. Interviewers were selected based on previous experience working with an elderly population and ideally had university or college level clinical training. A two-day training session, and an orientation session at each facility was held for the interviewers. Three teams of interviewers were formed: one in Toronto, one in London and one in Ottawa. Interview teams were assigned to the participating hospitals and spent anywhere from two days to three weeks per site, depending on the number of patients to be interviewed. Interviewers were trained on proper procedures for conducting a standardized interview and they were given detailed instruction and skill building on how to communicate with people with differing levels of cognitive and physical functioning. Role playing and on-site experiences with patients were included in the training to ensure the interviewers had the necessary skills.

### Interview Quality Assurance:

Several quality assurance processes were used to ensure the quality of the interviewing, including ongoing monitoring by a site supervisor and peer monitoring among the interviewers. Interview data were examined to ensure the response codes entered were legible and within the appropriate ranges and to ensure that skip patterns were followed.

### Data Entry:

Survey data were entered into SPSS software using the SPSS data entry module.

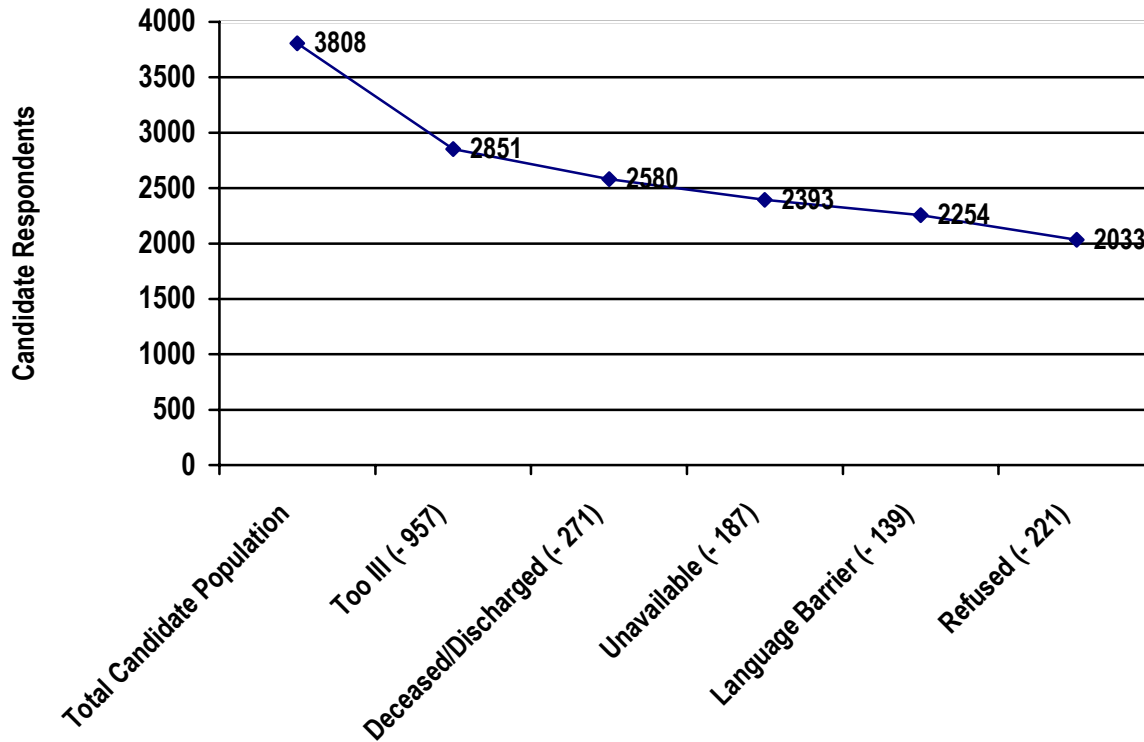
## Overall Response Rates

### Patient Interviews:

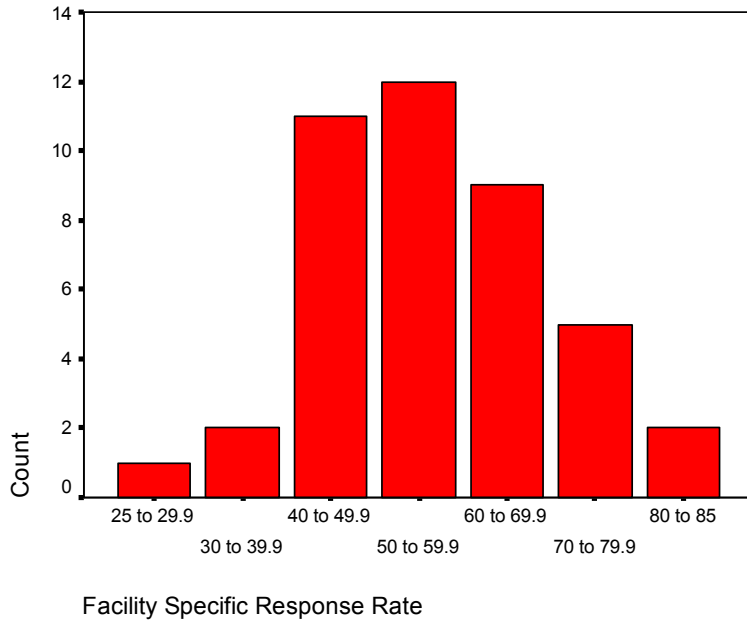
The sample or eligibility list was created from the census of patients in the hospital approximately three to four weeks prior to the start of interviewing. Complete or partial responses were obtained from 53.4% of the CCC patient census at participating hospitals (2033/3808). Of these, 1,964 were complete interviews, and 69 were partially completed interviews. Reasons for non-participation were: patient too ill or cognitively impaired to respond to the survey (957 patients); patient had died or been transferred out of the facility between the time that the sample list was drawn up and the time that the interviewing took place (271 patients); patient not found/available or unspecified reason (187 patients); language barrier (patient not able to speak/understand English or French) (139 patients); and refusal (221 patients). Among all patients who could possibly be expected to complete a survey (that is,

excluding the 1,228 patients who had died, or who were discharged or moved, or were too ill at the time of interview), the cooperation rate was 78.8% (2,033/2,580). Of those who were able to complete or partially complete an interview, 49.3% were male, and 50.7% were female. Unfortunately, patient age data were too incomplete to summarize or use in the analyses.

**Patient Survey Participation:**



**Distribution of Facility-Specific Response Rates for Patient Survey Interviews, December 2002-March 2003**

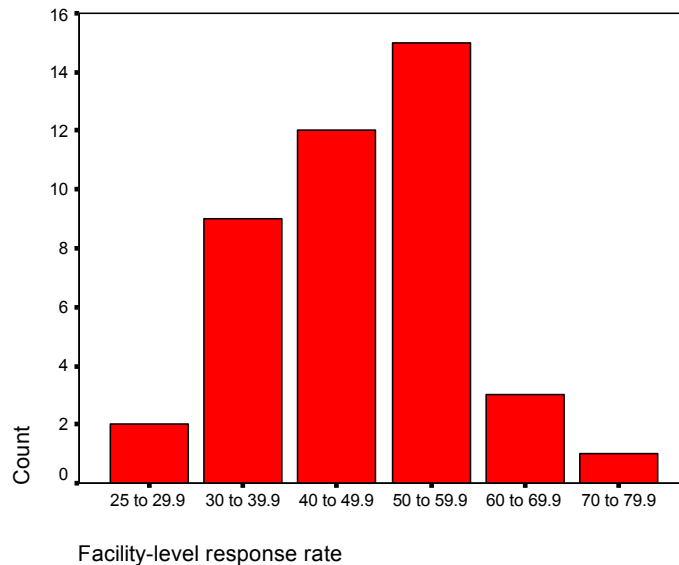


The response rate at individual hospitals ranged from 26.9% to 83.3%.

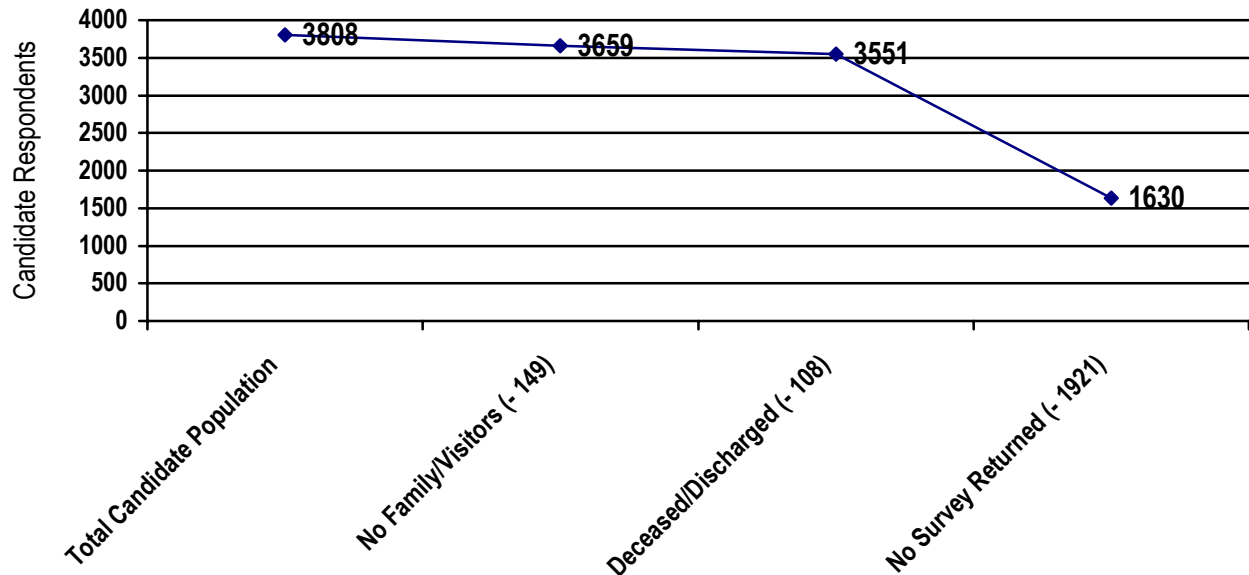
**Response Rates – Family:**

Complete or partial responses were obtained from 1,630 (44.5%) of the 3,659 “most significant visitors” to whom surveys were mailed. The rest of the patients did not have “most significant visitors”/family members identified. Response rates for individual hospitals range from 25% to 79%. The Family survey cooperation rate was 45.9%, based on a denominator of 3,551 after exclusion of the families of 108 patients who were deceased or discharged/transferred at the time of the survey.

**Distribution of Facility-Specific Response Rates: Family Survey, December 2002 to March 2003**



### Family Survey Participation:



### Developing the Indicators

Each survey is divided into domains. The domains contain a series of questions that were logically and/or statistically grouped to enquire about patients' and family members' experience in each of the broad areas that had been identified as important during the survey development process. The Hospital Report indicators reflect these domains. The specific questions that are combined to create each indicator are listed in Appendix A.

### Calculating the Indicator Scores

The hospital-level indicators are calculated in three steps:

1. The raw item responses are converted to a dichotomous score indicating whether the response was "positive" or a "problem". Items were coded as not score-able or not valid if the data was missing or had "Don't Know" or "Not Applicable" as a response.
2. For each individual respondent, the proportion (percentage) of positive responses among the items in each indicator *domain* was calculated. The domains are comprised of conceptually related survey items. An individual had to have provided valid, score-able responses to a minimum number of questions in a domain in order for a domain score to be calculated for that individual (see below for details).
3. A hospital's *indicator score* was calculated by taking the mean of individuals' scores for the relevant domain among respondents at that hospital.

In general, when scale or index totals based on survey data are calculated, data are only included from respondents who provide valid data for all items in the scale or index. However, due to the relatively small number of CCC patients (and thus small survey sample size) at many of the participating hospitals it was important to be able to use data from as many respondents as possible. In order to conserve data and maximize the number of individual respondents contributing to each hospital indicator score, each individual's domain score was calculated based on the number of questions in the

domain for which he/she had provided a valid (score-able) response. However, as a data quality standard, and to ensure greater stability in the calculation of the indicator scores, a minimum level of completeness in responses was required. To be included in the calculation of a patient satisfaction indicator, respondents had to have provided valid score-able responses (that could be classified as “positive” or “not positive”) to more than half of the items in the domain. For the Family Survey, respondents had to have provided valid responses to more than 75% of the items in a domain to be included in calculation of a family satisfaction indicator. The only exceptions to these minimums was in the scoring of two indicators from the Family Survey: (1) for the Patient Care and Services domain, six out of ten questions needed to be score-able and (2) for the Global domain, all five questions had to have score-able responses.

The minimum number of score-able items required for calculation of composite scores was determined by consideration of (a) the proportion of respondents that would be included at different cut points of the number of required score-able items, and (b) an analysis of bias in scores calculated based on those cut-points. Summary results of this analysis are shown in the Table below (next page). Based on the selected minimum required number of score-able responses, data from well over 90% of respondents could typically be used in calculating each indicator without creating bias in the indicator scores. Two exceptions are noted: (1) the Activities indicator from the Patient Survey and (2) the Global indicator from the Family Survey.

With respect to the Global indicator, the difference in the average hospital score when the Family Global indicator was calculated with five versus four score-able questions was larger than was seen for any other indicator and there was a definite bias towards lower scores when only four questions were used. Therefore, we required that all five questions in this domain be score-able in order for the patient to be included in the indicator calculation. The issue concerning the Activities indicator, from the Patient Survey, is elaborated in the next sub-section on some differences between NRC+Picker and Hospital Report methodology for indicator calculation.

## Comparison Groups for System-Level Analysis

In the system-level analysis for *Hospital Report 2003: Complex Continuing Care* hospitals were grouped into two categories based on the total number of patient days of complex continuing care service they provided during the 2001/2002 fiscal year. The number of patient days for each hospital was obtained from data held by the Joint Policy and Planning Committee (JPPC), based on the Management Information System (MIS) and Minimum Data Set (MDS) data submitted to the Ministry of Health each year by hospitals. Descriptive statistics for the indicator values of all 42 hospitals and for the two complex continuing care program size groups (less than 30,000 patient days; 30,000 days or more) can be found in **Appendix B**.

### Analysis of Hospital-Specific Indicator Scores: Impact of Different Levels of Data Completeness

Survey Domain (Number of questions in the domain)	Number of questions required to be score-able		Total respondents in data (across all hospitals) with required number of score-able questions	Average of hospital-specific indicator scores	Percentiles of the distribution of differences between hospital-specific scores calculated based on the two alternative requirements for number of score-able items (A score minus B score)		
					10th	50th	90th
<b>Patient Survey</b>			(Tot. Respondents = 2,033)				
Living Environment (9)	A)	8	1852	76.2	-1.3	0	2.0
	B)	5*	2025	76.0			
Food (9)	A)	8	1484	72.9	-3.7	-0.1	3.0
	B)	5*	1860	73.0			
Activity (10)	A)	9	958	75.6	-2.4	0	3.9
	B)	6*	1165	76.0			
Staff (9)	A)	8	1743	74.3	-0.9	0.1	3.4
	B)	5*	1970	73.5			
Dignity (9)	A)	8	1618	77.3	-2.2	0	1.7
	B)	5*	1941	77.5			
Autonomy (11)	A)	10	1354	70.2	-2.9	0.8	4.7
	B)	6*	1907	69.1			
Medical Care and Treat. (5)	A)	4	1835	83.9	-1.1	0	1.6
	B)	3*	1923	83.8			
<b>Family Survey**</b>			(Tot. Respondents = 1630)				
Global (5)	A)	5*	1453	83.8	-0.2	0.9	4.8
	B)	4	1586	82.1			
Environment (4)	A)	4	1491	72.6	-1.2	0.6	2.3
	B)	3*	1594	72.0			
Communication (8)	A)	7***	1552	83.4	-0.5	0	1.1
	B)	5	1608	83.2			
Care and Services (10)	A)	9	1490	83.1	-0.6	0	1.8
	B)	6*	1611	82.6			

\* The minimum number of items that were required to have valid, score-able responses in order for the respondent to be included in calculation of the indicators as reported in *Hospital Report 2003: CCC*

\*\* The remaining domain from the Family Survey not shown in the table was Activities. Since this domain only consisted of two questions, both needed to be score-able in order for the respondent to be included in the indicator calculation.

\*\*\* In this case, the higher number of score-able items was selected because there was only minor difference in the number of respondents that would be included, and at the higher level well over 90% of respondents would still be included in the indicator calculation.

#### Differences between NRC+Picker and Hospital Report indicator calculation methods:

The score for the indicators reported in *Hospital Report* may differ from those distributed to hospitals directly by NRC+Picker Canada (formerly Smaller World Communications Inc.) due to differences in the scoring methodology. NRC+Picker Canada includes data from all respondents in their calculations rather than require that individuals provide responses to a minimum number of score-able items in order for their data to be included in an indicator score calculation.

There are also other slight differences between how NRC+Picker Group calculated the indicators and how they were calculated for *Hospital Report 2003: Complex Continuing Care*. For the Global Quality indicator from the Family Survey we included the item “ Would you recommend this facility to family or friend ?” (NRC# 16706), whereas this is not included in this indicator as calculated by NRC+Picker Group. For the Communications indicator from the Family Survey we dropped the item “How are staff at appreciating your help?” (NRC# 16684) from the Communication Domain due to the large number of respondents with no score-able response to the question (28% of respondents had missing or non score-able responses). We dropped the Assistance with Eating indicator from the Family Survey altogether due to the high degree of missing responses for two of the three items.

For calculation of the Activities indicator based on the Patient Survey, NRC+Picker Canada includes scores based on responses to the three questions in this domain that can be answered by patients even when they do not participate in the activities. **NOTE:** There is an error in the definition for the patient Activities indicator as printed in *Hospital Report 2003: Complex Continuing Care* in that it says that responses from activity non-participants were included in the indicator score (as done by NRC+Picker). In fact they were not included; ***only responses from patients who participated in activities at least sometimes were used to calculate the patient satisfaction Activities indicator for the Report.*** We judged that for purposes of Hospital Report, hospitals’ performance in the Activities domain was best evaluated on the basis of the perceptions of patients who at least sometimes participated in the activities.

## Psychometric Properties of the Indicators

### Patient Survey Indicator Reliability :

The following table summarizes each of the patient satisfaction indicators, including the number of questions in each domain, the average correlation between the items in each domain and the Cronbach’s alpha for estimating reliability.

Indicator	Number of Questions	Average Inter-Item Correlation	Cronbach’s Alpha
Living Environment	9	0.195	0.681
Food	9	0.269	0.771
Activities	10	0.269	0.786
Staff	9	0.398	0.852
Dignity	9	0.236	0.732
Autonomy	11	0.180	0.704
Medical Care and Services	5	0.336	0.703

The average inter-item correlations in all except the Staff and Medical Care and Services indicators are relatively low. These low inter-item correlations are expected due to the fact that the survey questions were designed to each capture discrete elements of care that are important to patients and upon which continuing care facilities can intervene. The survey domains were not designed as scales, where the individual items are all intended to capture elements of the same construct. The grouping of items into domains (and thus, indicators) was based more on their conceptual relationships than on evidence from formal statistical methods for scale definition (factor analysis).

### Family Survey Indicator Reliability:

The following table summarizes for each of the family satisfaction indicators, the number of questions within each domain, the average correlation between the items of each domain, and the Cronbach's Alpha for estimating reliability.

Indicator	Number of Questions	Average Inter-Item Correlation	Cronbach's Alpha
Global Quality	5	0.578	0.847
Living Environment	4	0.380	0.706
Communication with Staff	8	0.459	0.860
Patient Care and Services	10	0.489	0.904
Activities	2	0.724	0.840

### Correlation of Indicator Domain Scores (at individual respondent level):

The relationship among the indicators is revealed through an analysis of the correlation between the different indicator domain scores. Individual respondents' domain scores were correlated among all bivariate combinations of indicators (separately for the patient and family indicators). There were only weak to moderate correlations among the Patient Survey indicators, indicating that the various indicators are tapping into fairly discrete domains of the patient experience. For the Family Survey, there were strong correlations among the Global, Communication, and Patient Care and Services domains and only weak to moderate correlation of those domains to the Environment or the Activities domains. These latter two were also only weakly correlated with each other. These correlations among the indicator domains are shown in the correlation matrix tables on the next page. The short-form names of the indicator domains (as they appear in the correlation matrix tables) are:

Patient Survey:		Family Survey:	
Short-form name	Indicator Domain	Short-form name	Indicator Domain
Envir5	Living Environment	FGlob5	Global
Food5	Food and Food Services	FEnvir3	Living Environment
Activ6	Activities	FCare6	Care and Services
Staff5	Staff	FCom7	Communication with staff
Dign5	Dignity	FAct2	Activities
Auton6	Autonomy		
Treat3	Medical Care and Treatment		

### Correlations Among Individual Respondents' Scores<sup>†</sup> on Patient Survey Indicator Domains

#### Correlations

		ENVIR5	FOOD5	ACTIV6	STAFF5	DIGN5	AUTON6	TREAT3
ENVIR5	Pearson Correlation	1	.469**	.406**	.506**	.497**	.377**	.355**
	Sig. (2-tailed)	.	.000	.000	.000	.000	.000	.000
	N	2023	1849	1162	1963	1936	1902	1916
FOOD5	Pearson Correlation	.469**	1	.463**	.487**	.421**	.358**	.388**
	Sig. (2-tailed)	.000	.	.000	.000	.000	.000	.000
	N	1849	1857	1103	1806	1782	1757	1765
ACTIV6	Pearson Correlation	.406**	.463**	1	.495**	.482**	.453**	.453**
	Sig. (2-tailed)	.000	.000	.	.000	.000	.000	.000
	N	1162	1103	1165	1150	1143	1138	1131
STAFF5	Pearson Correlation	.506**	.487**	.495**	1	.696**	.586**	.505**
	Sig. (2-tailed)	.000	.000	.000	.	.000	.000	.000
	N	1963	1806	1150	1969	1917	1886	1893
DIGN5	Pearson Correlation	.497**	.421**	.482**	.696**	1	.579**	.487**
	Sig. (2-tailed)	.000	.000	.000	.000	.	.000	.000
	N	1936	1782	1143	1917	1940	1885	1885
AUTON6	Pearson Correlation	.377**	.358**	.453**	.586**	.579**	1	.514**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.	.000
	N	1902	1757	1138	1886	1885	1906	1870
TREAT3	Pearson Correlation	.355**	.388**	.453**	.505**	.487**	.514**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.
	N	1916	1765	1131	1893	1885	1870	1922

\*\* . Correlation is significant at the 0.01 level (2-tailed).

### Correlations Among Individual Respondents' Scores<sup>†</sup> on Family Survey Indicator Domains

#### Correlations

		FGLOB5	FENV3	FCARE6	FCOM7	FACT2
FGLOB5	Pearson Correlation	1	.433**	.847**	.734**	.385**
	Sig. (2-tailed)	.	.000	.000	.000	.000
	N	1453	1429	1446	1399	1238
FENV3	Pearson Correlation	.433**	1	.475**	.403**	.348**
	Sig. (2-tailed)	.000	.	.000	.000	.000
	N	1429	1594	1580	1531	1353
FCARE6	Pearson Correlation	.847**	.475**	1	.788**	.397**
	Sig. (2-tailed)	.000	.000	.	.000	.000
	N	1446	1580	1611	1548	1356
FCOM7	Pearson Correlation	.734**	.403**	.788**	1	.376**
	Sig. (2-tailed)	.000	.000	.000	.	.000
	N	1399	1531	1548	1552	1319
FACT2	Pearson Correlation	.385**	.348**	.397**	.376**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.
	N	1238	1353	1356	1319	1364

\*\* . Correlation is significant at the 0.01 level (2-tailed).

† The scores being correlated in the above tables are the percentage of items in the indicator domains for which individual patients gave a "positive" response. That is, the correlation is between individual respondents' scores in the different domains. Pairwise deletion was used.

## Assessing Relative Performance

In *Hospital Report 2003*, a symbol designated whether a hospital's performance on each indicator was above average, average or below average. Hospitals had to have a minimum of 30 valid responses for an indicator in order to be included in the performance allocation exercise for that indicator. The number of hospitals with sufficient sample size to be included varied from 14 to 18, depending on the indicator. The following describes the method for assigning hospitals into their relative performance groupings.

For the patient and family satisfaction indicators, two criteria were used to assess each hospital's performance. First, a determination was made of whether or not the hospital's indicator value was statistically different from the average of all 42 hospitals' indicator values (the "all hospitals' average"). The finding that a hospital's indicator value was statistically higher than the all hospitals' average was sufficient to assign the hospital to the above average performance category. However, the criterion of statistical difference alone was considered insufficient when designating hospitals as having below average performance. The calculation of statistical significance relies heavily on sample size, and hospitals in this project had dramatically different sample sizes (for example, from 30 to 186 valid responses on the patient survey, among the hospitals included in the performance allocation exercise). Given equal-sized differences from the average indicator value, a hospital with a larger sample size is more likely to be found significantly different from the average. Therefore, in order not to "penalize" hospitals from which larger samples of data were available, a second criterion, described below, was used for assigning hospitals to the below average performance category.

### *Procedure for Determination of a Hospital's Performance Category*

1. To determine if a hospital's indicator value was significantly different than the average of all hospitals, a 95% confidence interval was constructed using the hospital's indicator value, number of patients (survey respondents) included in the indicator calculation, and the standard deviation .
2. If the lower end of the confidence interval was **above the average** of all hospitals, the hospital was said to have a significantly above-average performance.
3. If the upper end of the confidence interval was **below the average** of all hospitals, the hospital was considered to have a potentially lower than average score.
4. To get a below average designation, however, the upper end of a hospital's confidence interval had to be below the average of all hospitals (that is step 3), **and** the hospital's indicator value had to be lower than that of all hospitals for which the indicator value was not statistically discernible from the all hospitals' average (the low performance cut-point).

### **Low Performance Cut-points used in Assigning Hospitals to Below Average Performance Rating**

Family Survey Indicators	Low cut-point	Patient Survey Indicators	Low cut-point
Global	63.3	All Indicator Questions	64.7
Living Environment	37.5	Living Environment	61.4
Communication with Staff	69.4	Food and Food Services	54.7
Patient Care and Services	67.6	Staff	55.1
Activities	30.0	Activities	50.4
		Dignity	63.5
		Autonomy	51.6
		Medical Care and Treatment	69.1

## Appendix A: Patient and Family Survey Questions, Response Options, Response Distributions, and Scoring Rule

### Patient Satisfaction Response Options and Distributions by Domain

#### *Living Environment*

<b>NRC Number</b>	<b>Questionnaire Item</b>	<b>Response Options</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Scoring</b>
16585	Is this a comfortable place to live?  <i>Est-ce un endroit confortable pour vivre?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	73.9 15.8 8.9 0 0.6 0.7	74.9 16.1 9.0	positive problem problem Not Scored Not Scored
16586	Do you have enough privacy?  <i>Avez-vous assez de moments de vie privée?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	70.9 12.4 14.5 0.1 0.6 1.5	72.5 12.7 14.8	positive problem problem Not Scored Not Scored
16587	Are your personal belongings safe here?  <i>Est-ce que vos effets personnels sont en sécurité ici?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	74.5 8.5 11.7 0.3 2.3 2.8	78.7 8.9 12.4	positive problem problem Not Scored Not Scored
16588	Is the residence clean and tidy?  <i>Est-ce que la résidence est propre et bien rangée?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	86.4 8.2 3.6 0.0 0.4 1.3	87.9 8.4 3.7	positive positive problem Not Scored Not Scored
16589	Is your room how you would like it to be?  <i>Est-ce que votre chambre est comme vous aimeriez qu'elle soit?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	68.9 11.0 15.5 0.1 1.0 3.5	72.2 11.5 16.3	positive problem problem Not Scored Not Scored

<b>NRC Number</b>	<b>Questionnaire Item</b>	<b>Response Options</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Scoring</b>
16590	Is it possible that you could hurt yourself and a staff member would not know?  <i>Est-il possible que vous vous blessiez sans qu'un membre du personnel s'en aperçoive?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	26.1 9.9 51.0 0.1 5.8 7.1	30.0 11.4 58.6	problem problem positive Not Scored Not Scored
16591	Does the noise around here bother you?  <i>Est-ce que le bruit ambiant vous dérange?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	17.0 18.8 63.2 0.0 0.2 0.6	17.2 19.0 63.8	problem problem positive Not Scored Not Scored
16592	Does this place need fixing up? (For example, repairs, decorating, or painting?)  <i>Est-ce que l'endroit a besoin de rénovations?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	26.8 7.3 56.7 0.5 3.5 5.1	29.5 8.1 62.4	problem problem positive Not Scored Not Scored
16593	Does the smell around here bother you?  <i>Est-ce que l'odeur alentour d'ici vous dérange?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	11.7 14.6 71.6 0.2 0.3 1.6	12.0 14.9 73.2	problem problem positive Not Scored Not Scored

### ***Food and Food Services***

<b>NRC Number</b>	<b>Questionnaire Item</b>	<b>Response Options</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Scoring</b>
16594	Are there enough different kinds of food to choose from?  <i>Y a-t-il une variété suffisante d'aliments parmi lesquels vous pouvez choisir?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	54.3 11.1 21.0 2.4 1.5 9.7	62.8 12.8 24.3	positive problem problem Not Scored Not Scored

<b>NRC Number</b>	<b>Questionnaire Item</b>	<b>Response Options</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Scoring</b>
16595	Can you get the type of foods you like to eat? <i>Pouvez-vous obtenir le type de nourriture que vous aimez manger?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	47.2 19.8 21.1 0.8 1.3 9.7	53.6 22.5 23.9	positive problem problem Not Scored Not Scored
16596	Is the taste of the food o.k.? <i>Est-ce que le goût de la nourriture est correct?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	61.8 16.2 13.0 0.1 0.4 8.5	67.9 17.8 14.3	positive problem problem Not Scored Not Scored
16597	Is the temperature of the food o.k.? <i>Est-ce que la température de la nourriture est correcte?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	66.5 15.2 9.1 0.1 0.5 8.6	73.2 16.7 10.1	positive problem problem Not Scored Not Scored
16598	Are you given the right amount of food? <i>Est-ce qu'on vous donne la bonne quantité de nourriture?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	73.1 8.7 8.0 0.1 0.9 9.1	81.5 9.6 8.9	positive problem problem Not Scored Not Scored
16599	When you are hungry is food available? <i>Quand vous avez faim, y a-t-il de la nourriture disponible?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	55.1 7.3 15.5 2.0 6.9 13.2	70.7 9.3 19.9	positive problem problem Not Scored Not Scored
16600	Do you get help to eat when you need it? <i>Recevez-vous de l'aide pour manger quand vous en avez besoin?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	48.8 5.8 10.0 22.0 0.8 12.6	75.6 9.0 15.5	positive problem problem Not Scored Not Scored

<b>NRC Number</b>	<b>Questionnaire Item</b>	<b>Response Options</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Scoring</b>
16601	Are you given enough time to eat? <i>Est-ce qu'on vous donne assez de temps pour manger?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	78.5 5.9 6.3 0.2 0.3 8.8	86.5 6.5 7.0	positive problem problem Not Scored Not Scored
16602	Do you get the food you ordered? <i>Recevez-vous la nourriture que vous avez commandée?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	46.8 13.6 11.1 12.6 1.2 14.8	65.5 19.0 15.5	positive problem problem Not Scored Not Scored

### Activities

<b>NRC Number</b>	<b>Questionnaire Item</b>	<b>Response Options</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Scoring</b>
16603	Are you told about what activities are available? <i>Vous dit-on quelles activités sont disponibles?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	68.8 6.3 18.2 0.9 1.5 4.2	73.7 6.8 19.5	positive problem problem Not Scored Not Scored
16634	Do you participate in the activities here? <i>Participez-vous aux activités offertes ici?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	40.1 21.1 33.0 0.6 0.6 4.6	42.6 22.4 35.0	positive problem problem Not Scored Not Scored
16605	Is there enough opportunity for you to do personal activities such as reading, watching TV, writing letters, visiting with family, etc.? <i>Avez-vous suffisamment d'occasions de faire des activités personnelles comme lire, regarder la télévision, écrire des lettres, visiter la famille, etc.?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	78.6 4.1 5.1 0.3 0.4 11.5	89.6 4.7 5.8	positive problem problem Not Scored Not Scored

<b>NRC Number</b>	<b>Questionnaire Item</b>	<b>Response Options</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Scoring</b>
16606	Are there enough trips and outings? <i>Y a-t-il suffisamment de voyages et de sorties?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	34.7 5.8 13.8 3.0 4.8 38.0	64.0 10.6 25.4	positive problem problem Not Scored Not Scored
16607	Is there enough entertainment? <i>Y a-t-il suffisamment de divertissements?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	46.0 5.2 8.8 0.7 2.2 37.1	76.7 8.7 14.6	positive problem problem Not Scored Not Scored
16608	Are there enough games offered? <i>Y a-t-il suffisamment de jeux offerts?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	38.4 5.2 9.3 1.6 5.3 40.2	72.7 9.8 17.6	positive problem problem Not Scored Not Scored
16609	Are there enough activities for you that use your mind? <i>Y a-t-il suffisamment d'activités pour vous qui stimulent votre esprit?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	39.5 6.0 11.1 0.6 2.8 40.0	69.8 10.6 19.6	positive problem problem Not Scored Not Scored
16610	Are there enough activities for you on the unit? <i>Y a-t-il suffisamment d'activités pour vous dans votre unité de soin?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	38.7 6.2 12.1 1.1 3.0 38.9	67.8 10.9 21.3	positive problem problem Not Scored Not Scored
16611	Are activities offered at the right time for you? <i>Les activités sont-elles offertes au bon moment pour vous?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	42.7 8.4 6.4 0.7 2.1 39.6	74.3 14.6 11.1	positive problem problem Not Scored Not Scored
16612	Do you get the help you need with activities? <i>Avez-vous l'aide dont vous avez besoin pour les activités?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	47.4 4.8 4.6 3.1 1.2 39.0	83.5 8.4 8.1	positive problem problem Not Scored Not Scored

**Staff**

<b>NRC Number</b>	<b>Questionnaire Item</b>	<b>Response Options</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Scoring</b>
16613	Do the staff show you that they care about you? <i>Est-ce que le personnel vous démontre qu'il se préoccupe de vous?</i>	1 Yes 2 Sometimes 3 No 79 Don't know Missing	72.7 18.4 5.9 1.0 2.0	75.0 19.0 6.0	positive problem problem Not Scored Not Scored
16614	Do the staff respect your wishes? <i>Est-ce que le personnel respecte vos désirs?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	68.7 18.4 7.7 0.0 1.2 3.8	72.4 19.4 8.1	positive problem problem Not Scored Not Scored
16615	Do the staff try to understand what you're feeling? <i>Est-ce que le personnel essaie de comprendre ce que vous ressentez?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	58.7 19.6 12.5 0.2 4.3 4.7	64.7 21.6 13.8	positive problem problem Not Scored Not Scored
16616	Do the staff help you when you need it? <i>Est-ce que le personnel vous aide lorsque vous en avez besoin?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	77.4 13.6 5.1 0.5 0.7 2.7	80.5 14.2 5.3	positive problem problem Not Scored Not Scored
16617	Is help freely given? <i>Est-ce que cette aide vous est donnée librement?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	70.0 13.9 6.9 0.2 2.2 6.7	77.1 15.3 7.6	positive problem problem Not Scored Not Scored
16618	When the staff come to your room, do they tell you what they have come for? <i>Lorsqu'un membre du personnel vient dans votre chambre, est-ce qu'il vous dit pourquoi il y est venu?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	64.0 14.6 14.3 0.2 1.9 5.1	68.9 15.7 15.4	positive problem problem Not Scored Not Scored

NRC Number	Questionnaire Item	Response Options	Percent	Valid Percent	Scoring
16619	Are the staff skilled and knowledgeable? <i>Est-ce que le personnel est qualifié et s'y connaît?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	68.8 16.3 5.9 0.1 3.3 5.6	75.7 17.9 6.4	positive problem problem Not Scored Not Scored
16620	Do the staff answer promptly when you call? <i>Est-ce que le personnel répond rapidement lorsque vous appelez?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	48.5 26.8 18.2 0.8 1.6 4.1	51.9 28.6 19.5	positive problem problem Not Scored Not Scored
16621	Do the staff involve you in decisions about your care? <i>Est-ce que le personnel vous implique dans les décisions relatives à vos soins?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	49.3 14.9 22.6 1.2 3.7 8.3	56.8 17.1 26.1	positive problem problem Not Scored Not Scored

### Dignity

NRC Number	Questionnaire Item	Response Options	Percent	Valid Percent	Scoring
16622	Do the staff call you by name? <i>Est-ce que le personnel vous appelle par votre nom?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	85.8 8.2 3.0 0 0.4 2.5	88.4 8.5 3.1	positive problem problem Not Scored Not Scored
16623	Do the staff help you to look nice? <i>Est-ce que le personnel vous aide à bien paraître?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	75.9 6.9 5.7 6.2 0.7 4.5	85.7 7.8 6.4	positive problem problem Not Scored Not Scored
16624	Is your personal and physical privacy respected? <i>Est-ce votre intimité physique et personnelle est respectée?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	78.8 9.5 5.8 0.0 1.1 4.7	83.7 10.1 6.2	positive problem problem Not Scored Not Scored

<b>NRC Number</b>	<b>Questionnaire Item</b>	<b>Response Options</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Scoring</b>
16625	Do you have opportunities to help or support others? <i>Avez-vous des occasions d'aider ou d'offrir votre support aux autres?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	41.7 10.2 26.0 5.3 2.6 14.3	53.5 13.1 33.4	positive problem problem Not Scored Not Scored
16626	Do the day to day things you do make you feel worthwhile? <i>Est-ce que les choses que vous faites au quotidien font que vous vous sentez valorisé?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	51.4 15.0 13.3 1.5 3.2 15.6	64.5 18.8 16.7	positive problem problem Not Scored Not Scored
16627	Do the staff ever make you feel like you are a burden? <i>Est-il déjà arrivé que le personnel fasse en sorte que vous vous sentiez comme un fardeau?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	13.0 13.3 64.2 0.1 1.8 7.5	14.4 14.7 70.9	problem problem positive Not Scored Not Scored
16628	Do the staff ever take advantage of you? <i>Est-ce que le personnel a déjà profité de vous?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	7.2 6.6 77.0 0.1 1.8 7.2	7.9 7.3 84.8	problem problem positive Not Scored Not Scored
16629	Do you ever feel ignored by staff? <i>Vous êtes-vous déjà senti ignoré par le personnel</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	16.5 18.8 58.4 0.1 0.8 5.4	17.6 20.1 62.3	problem problem positive Not Scored Not Scored
16630	Are you treated the way you want to be treated? <i>Êtes-vous traité de la façon dont vous voulez être traité</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	66.8 16.2 10.5 0.0 0.8 5.7	71.5 17.3 11.2	positive problem problem Not Scored Not Scored

*Autonomy*

<b>NRC Number</b>	<b>Questionnaire Item</b>	<b>Response Options</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Scoring</b>
16631	Are you encouraged to participate in decisions about your care? <i>Vous encourage-t-on à participer aux décisions relatives à vos soins?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	50.5 12.0 21.0 1.1 4.1 11.3	60.5 14.3 25.2	positive problem problem Not Scored Not Scored
16632	Do <b>YOU</b> decide what you are going to do each day? <i>Est-ce <b>VOUS</b> qui décidez ce que vous allez faire chaque jour?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	54.2 12.3 23.5 1.6 1.1 7.3	60.3 13.7 26.1	positive problem problem Not Scored Not Scored
16633	Do you feel you can express your feelings and opinions around here? <i>Avez-vous l'impression que vous pouvez exprimer vos sentiments et vos opinions ici?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	60.9 12.8 14.5 0.9 2.0 9.0	69.0 14.5 16.5	positive problem problem Not Scored Not Scored
16634	Is equipment available that allows you to be more independent? (For example, wheelchair, walker, bars in bathrooms) <i>Y a-t-il de l'équipement disponible qui vous permette d'être plus indépendant? (Par exemple des chaises roulantes, des marchettes, des barres dans les salles de bain).</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	81.7 2.5 6.4 2.3 1.2 6.0	90.2 2.8 7.1	positive problem problem Not Scored Not Scored
16635	Are you free to come and go as you please? <i>Êtes-vous libre d'aller et venir comme il vous plaît?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	61.1 7.1 17.5 3.6 1.7 9.0	71.3 8.3 20.4	positive problem problem Not Scored Not Scored

<b>NRC Number</b>	<b>Questionnaire Item</b>	<b>Response Options</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Scoring</b>
16636	Are you ever forced to do things that you don't want to do? <i>Arrive-t-il que l'on vous force à faire des choses que vous ne voulez pas faire?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	10.7 7.8 73.9 0.1 1.1 6.3	11.6 8.5 79.9	problem problem positive Not Scored Not Scored
16637	Will staff get back at you if you say/do something they don't like? <i>Est-ce que le personnel va vous revenir si vous dites ou faites des choses qu'il n'aime pas?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	15.8 10.4 52.9 0.7 7.6 12.6	20.0 13.1 66.9	problem problem positive Not Scored Not Scored
16638	If you could, would you choose to have a different roommate(s) ? <i>Si vous le pouviez, choisiriez-vous de partager votre chambre avec une personne différente?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	19.6 6.5 45.2 15.9 1.6 11.1	27.4 9.2 63.4	problem problem positive Not Scored Not Scored
16639	Can you choose when to have your bath or shower? <i>Pouvez-vous choisir quand prendre votre bain ou votre douche?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	36.2 5.4 48.5 1.1 1.8 7.2	40.2 6.0 53.9	positive problem problem Not Scored Not Scored
16640	Are you free to make your own choices? <i>Avez-vous suffisamment de liberté pour faire vos propres choix?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	58.8 15.0 13.4 0.7 2.5 9.6	67.4 17.2 15.4	positive problem problem Not Scored Not Scored
16643	Are your spiritual or religious needs met here? <i>Vos besoins spirituels ou religieux sont-ils satisfaits ici?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	66.6 5.0 11.6 3.9 2.6 10.4	80.1 6.0 13.9	positive problem problem Not Scored Not Scored

**Medical Care & Treatment**

<b>NRC Number</b>	<b>Questionnaire Item</b>	<b>Response Options</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Scoring</b>
16644	Are you helped if you are in pain or uncomfortable? <i>Est-ce qu'on vous aide si vous avez des douleurs ou si vous êtes inconfortable?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	77.9 8.9 5.4 1.3 1.3 5.3	84.5 9.7 5.9	positive problem problem Not Scored Not Scored
16645	Can you talk to a doctor when you need to? <i>Pouvez-vous parler à un docteur quand vous en avez besoin?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	63.4 12.8 15.0 0.6 2.9 5.3	69.5 14.1 16.4	positive problem problem Not Scored Not Scored
16646	Do you receive the treatments and medication you need? <i>Recevez-vous les traitements et médicaments dont vous avez besoin?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	82.7 5.4 3.6 0.5 2.3 5.4	90.2 5.8 4.0	positive problem problem Not Scored Not Scored
16647	If you are not feeling well, do you get the medical help you need? <i>Si vous ne vous sentez pas bien, recevez-vous l'aide médicale nécessaire?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	78.0 7.7 4.7 0.9 1.9 6.8	86.2 8.5 5.2	positive problem problem Not Scored Not Scored
16648	Do you receive therapy if you need it? <i>Recevez-vous de la thérapie si vous en avez besoin?</i>	1 Yes 2 Sometimes 3 No 89 N/A 79 Don't know Missing	69.3 5.1 11.2 2.4 3.5 8.5	80.9 6.0 13.1	positive problem problem Not Scored Not Scored

**Overall Rating**

[These overall quality rating questions were not used in a Hospital Report indicator]

NRC Number	Questionnaire Item	Response Options	Percent	Valid Percent	Scoring
16649	[This item not used in a Hospital Report indicator] If long term care were needed for another family member or friend, would you recommend this facility? <i>Si des soins à long terme devenaient nécessaires pour un autre membre de votre famille ou un ami, recommanderiez-vous cet établissement?</i>	1 Yes 2 No 3 Maybe 89 N/A 79 Don't Know Missing	71.5 9.7 10.1 0.1 2.4 6.2	78.2 10.7 11.1	positive problem problem Not Scored Not Scored
16650	[This item not used in a Hospital Report indicator] Overall, how would you rate the quality of care and services you receive here? <i>Globalement, comment évaluez-vous la qualité des soins et services que vous recevez ici?</i>	1 Terrible 2 Poor 3 Fair 4 Good 5 Excellent 79 Don't Know Missing	1.6 2.6 18.0 46.5 22.5 1.1 7.7	1.7 2.9 19.7 51.0 24.7	problem problem problem positive positive Not Scored

## Family Satisfaction Response Options and Distribution by Domain

### Global Quality

NRC Number	Questionnaire Item	Response Options	Percent	Valid Percent	Scoring
16702	How would you rate the facility at taking care of your family member's needs? <i>Comment évaluez-vous l'établissement en ce qui a trait à la façon dont il s'occupe des besoins du membre de votre famille</i>	1 Poor 2 Fair 3 Good 4 Very Good 5 Excellent 89 DK/NA Missing	3.3 10.2 24.9 33.9 25.6 0.4 1.7	3.3 10.5 25.5 34.6 26.1	problem problem positive positive positive Not Scored
16703	How would you rate the facility at maintaining your family member's dignity? <i>Comment évaluez-vous l'établissement en ce qui a trait au maintien de la dignité du membre de votre famille?</i>	1 Poor 2 Fair 3 Good 4 Very Good 5 Excellent 89 DK/NA Missing	3.1 9.3 24.9 30.7 29.1 1.4 1.5	3.2 9.5 25.7 31.6 30.0	problem problem positive positive positive Not Scored
16704	How would you rate the staff at providing tender, loving care? <i>Comment évaluez-vous le personnel quant à sa façon de donner des soins tendres et affectueux?</i>	1 Poor 2 Fair 3 Good 4 Very Good 5 Excellent 89 DK/NA Missing	4.7 12.8 22.3 29.1 27.9 1.7 1.5	4.9 13.2 23.0 30.0 28.8	problem problem positive positive positive Not Scored
16705	Overall, how would you rate the quality of care and services provided? <i>Globalement, comment évaluez-vous la qualité des soins et services dispensés?</i>	1 Poor 2 Fair 3 Good 4 Very Good 5 Excellent 89 DK/NA Missing	3.6 10.3 25.2 32.1 26.1 0.5 2.1	3.7 10.6 25.9 33.0 26.8	problem problem positive positive positive Not Scored

NRC Number	Questionnaire Item	Response Options	Percent	Valid Percent	Scoring
16706	Would you recommend this facility to family or friend?  <i>Si ce type de soin était requis par un autre membre de votre famille ou un ami, recommanderiez-vous cet établissement?</i>	1. Definitely not 2. Probably not 3. Probably 4. Definitely 79. Don't Know Missing	4.0 4.8 29.3 54.7 5.8 1.3	4.4 5.2 31.5 59.0	problem problem problem positive Not Scored

### Living Environment

NRC Number	Questionnaire Item	Response Options	Percent	Valid Percent	Scoring
16671	Does your family member's room meet his/her specific needs?  <i>Est-ce que la chambre du membre de votre famille répond à ses besoins spécifiques?</i>	1 Yes 2 Somewhat 3 No 89 DK/NA Missing	69.3 23.2 5.4 0.7 1.5	70.8 23.7 5.5	positive problem problem Not Scored
16672	Does the layout of the facility meet your family member's needs?  <i>Est-ce que l'aménagement de l'établissement répond aux besoins du membre de votre famille?</i>	1 Yes 2 Somewhat 3 No 89 DK/NA Missing	74.4 18.8 3.9 1.0 2.0	76.7 19.4 4.0	positive problem problem Not Scored
16673	Are you encouraged to bring your family member's personal things into the room?  <i>Vous incite-t-on à apporter des biens personnels du membre de votre famille dans sa chambre?</i>	1 Yes 2 Somewhat 3 No 89 DK/NA Missing	62.2 18.9 13.0 3.3 2.6	66.1 20.1 13.8	positive problem problem Not Scored
16674	Is there a comfortable place for you to visit with your family member?  <i>Y a-t-il un endroit confortable où vous pouvez visiter le membre de votre famille?</i>	1 Yes 2 Somewhat 3 No 89 DK/NA Missing	67.7 20.7 9.0 1.0 1.6	69.5 21.2 9.3	positive problem problem Not Scored

**Communication with Staff**

<b>NRC Number</b>	<b>Questionnaire Item</b>	<b>Response Options</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Scoring</b>
16677	How would you rate staff at keeping you informed about your family member? <i>Comment évaluez-vous le personnel quant à la façon dont il vous tient informé au sujet du membre de votre famille?</i>	1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent 89 DK/NA Missing	8.2 15.8 22.5 28.2 22.5 1.3 1.5	8.5 16.3 23.1 29.0 23.2	problem problem positive positive positive Not Scored Not Scored
16678	How would you rate staff at involving you in planning your family member's care? <i>Comment évaluez-vous le personnel quant à sa façon de vous impliquer dans la planification des soins du membre de votre famille?</i>	1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent 89 DK/NA Missing	8.9 15.8 24.6 26.4 19.1 3.1 2.1	9.4 16.7 26.0 27.8 20.1	problem problem positive positive positive Not Scored Not Scored
16679	How would you rate the staff's politeness and courtesy towards you? <i>Comment évaluez-vous le personnel relativement à sa politesse et sa courtoisie à votre égard?</i>	1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent 89 DK/NA Missing	2.7 7.5 18.8 30.5 39.1 0.3 1.1	2.7 7.6 19.0 30.9 39.7	problem problem positive positive positive Not Scored Not Scored
16680	How would you rate staff at responding patiently to your questions and concerns? <i>Comment évaluez-vous le personnel quant à sa patience pour répondre à vos questions et préoccupations?</i>	1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent 89 DK/NA Missing	4.2 10.4 21.3 30.0 32.2 0.9 1.1	4.3 10.6 21.7 30.6 32.9	Problem problem positive positive positive Not Scored Not Scored
16681	Do you feel welcome on the unit? <i>Avez-vous l'impression d'être le(la) bienvenu(e) dans l'unité de soins?</i>	1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent 89 DK/NA Missing	2.3 6.3 17.4 29.1 41.0 1.5 2.3	2.4 6.5 18.1 30.3 42.7	Problem problem positive positive positive Not Scored

NRC Number	Questionnaire Item	Response Options	Percent	Valid Percent	Scoring
16684	[This item not used in a Hospital Report indicator]  How are the staff at appreciating your help?  <i>Comment le personnel est-il dans son appréciation de votre aide?</i>	1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent 89 DK/NA Missing	3.3 6.0 16.3 25.1 21.7 6.6 21.2	4.5 8.2 22.5 34.7 30.1	problem problem positive positive positive Not Scored Not Scored
16685	How would you rate your relationship with the staff?  <i>Comment évaluez-vous votre relation avec le personnel?</i>	1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent 89 DK/NA Missing	2.2 8.4 24.3 33.2 28.3 1.5 2.1	2.3 8.7 25.2 34.4 29.3	Problem problem positive positive positive Not Scored
16693	Do the staff follow up with your requests?  <i>Est-ce que le personnel donne suite à vos demandes?</i>	1. Yes 2. Somewhat 3. No 89. DK/NA Missing	62.1 29.2 1.8 4.3 2.5	66.7 31.3 2.0	positive problem problem Not Scored
16696	Do you know who to talk to in order to get information about your family member?  <i>Savez-vous à qui vous adresser pour obtenir de l'information concernant le membre de votre famille?</i>	1. Yes 2. Somewhat 3. No 89. DK/NA Missing	76.4 15.0 5.7 1.4 1.5	78.6 15.5 5.9	positive problem problem Not Scored

**Care and Services**

<b>NRC Number</b>	<b>Questionnaire Item</b>	<b>Response Options</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Scoring</b>
16686	How would you rate the facility at keeping track of your family member's personal belongings?  <i>Comment évaluez-vous l'établissement quant à la façon dont on y garde trace des effets personnels du membre de votre famille?</i>	1 Poor 2 Fair 3 Good 4 Very Good 5 Excellent 89 DK/NA Missing	9.6 15.1 24.0 25.7 19.6 4.2 1.8	10.2 16.1 25.5 27.3 20.8	problem problem positive positive positive Not Scored
16687	How would you rate the hygiene and cleanliness of the way things are done around here?  <i>Comment évaluez-vous l'hygiène et la propreté de la façon dont on fait les choses ici?</i>	1 Poor 2 Fair 3 Good 4 Very Good 5 Excellent 89 DK/NA Missing	5.5 12.5 24.7 32.4 23.1 0.4 1.4	5.6 12.7 25.2 33.0 23.5	problem problem positive positive positive Not Scored
16688	How would you rate the facility at providing you with a way to deal with concerns or complaints you have?  <i>Comment évaluez-vous l'établissement quant à sa façon de prendre en compte vos préoccupations ou plaintes?</i>	1 Poor 2 Fair 3 Good 4 Very Good 5 Excellent 89 DK/NA Missing	6.1 15.2 25.0 28.0 19.4 4.3 1.9	6.5 16.2 26.7 29.8 20.7	problem problem positive positive positive Not Scored
16689	How is your comfort level with knowing that your family member is well taken care of when you are not there?  <i>Quel est votre niveau de confort quant à l'assurance que vous avez qu'on prend bien soin du membre de votre famille lorsque vous n'êtes pas là?</i>	1 Poor 2 Fair 3 Good 4 Very Good 5 Excellent 89 DK/NA Missing	7.1 13.5 21.4 27.8 28.0 1.0 1.2	7.2 13.8 21.9 28.4 28.7	problem problem positive positive positive Not Scored

NRC Number	Questionnaire Item	Response Options	Percent	Valid Percent	Scoring
16690	How would you rate the staff at putting residents' needs first?  <i>Comment évaluez-vous le personnel pour faire passer les besoins des résidents en premier?</i>	1 Poor 2 Fair 3 Good 4 Very Good 5 Excellent 89 DK/NA Missing	6.4 14.4 25.7 27.5 21.1 3.7 1.1	6.8 15.2 27.0 28.9 22.2	problem problem positive positive positive Not Scored
6691	How would you rate staff at knowing what your family member's care requirements are?  <i>Comment évaluez-vous le personnel quant à sa connaissance des soins requis par le membre de votre famille?</i>	1 Poor 2 Fair 3 Good 4 Very Good 5 Excellent 89 DK/NA Missing	6.0 12.9 26.4 29.9 22.1 1.3 1.4	6.1 13.3 27.1 30.7 22.7	problem problem positive positive positive Not Scored
16692	How would you rate the quality of medical/physician care?  <i>Comment évaluez-vous la qualité des soins médicaux?</i>	1 Poor 2 Fair 3 Good 4 Very Good 5 Excellent 89 DK/NA Missing	5.0 9.8 24.0 28.7 27.6 3.2 1.7	5.3 10.3 25.3 30.1 29.0	problem problem positive positive positive Not Scored
16699	It is important to treat all residents with respect, to be patient with them, and address them in an appropriate manner. How would you rate the facility in these areas?  <i>Il est important de traiter tous les résidents avec respect, d'être patient avec eux et de s'adresser à eux de façon appropriée. Comment évaluez-vous l'établissement sur ces dimensions?</i>	1 Poor 2 Fair 3 Good 4 Very Good 5 Excellent 89 DK/NA Missing	2.7 8.5 23.7 33.1 29.7 1.0 1.2	2.8 8.7 24.3 33.9 30.4	problem problem positive positive positive Not Scored

NRC Number	Questionnaire Item	Response Options	Percent	Valid Percent	Scoring
16700 *	<p>It is important that residents are treated according to their specific needs, are encouraged to be independent, are offered appropriate activities and that the proper amount of time is taken to feed them. How would you rate the facility at providing this type of individualized care to your family member?</p> <p><i>Il est important que les résidents soient traités selon leurs besoins spécifiques, qu'ils soient encouragés à être indépendants, qu'on leur offre des activités appropriées et qu'on leur consacre tout le temps nécessaire pour les alimenter. Comment évaluez-vous l'établissement quant à la façon dont il fournit ce type de soins personnalisés au membre de votre famille?</i></p>	1 Poor 2 Fair 3 Good 4 Very Good 5 Excellent 89 DK/NA Missing	5.5 14.2 25.1 26.7 17.8 8.6 2.2	6.1 15.9 28.1 29.9 19.9	problem problem positive positive positive Not Scored
16701 *	<p>In order to maintain resident dignity, certain care processes must take These include such things as keeping residents changed and clean and prepared for the day, toileting them when needed, ensuring they get the help they need to eat and ensuring residents are kept physically comfortable.</p>	1 Poor 2 Fair 3 Good 4 Very Good 5 Excellent 89 DK/NA Missing	5.8 13.7 25.9 28.2 22.1 2.1 2.1	6.1 14.3 27.0 29.5 23.1	problem problem positive positive positive Not Scored

\* Note that an abbreviated version of this question is shown in Hospital Report 2003: Complex Continuing Care.

\* Note that an abbreviated version of this question is shown in Hospital Report 2003: Complex Continuing Care.

	<p>How would you rate staff at looking after these things for your family member?</p> <p><i>Pour maintenir la dignité des résidents, on doit leur administrer certains soins. Ceci peut inclure des choses telles que maintenir les résidents propres et changés et les préparer pour la journée, les aider à aller aux toilettes lorsque nécessaire, s'assurer qu'ils ont l'aide requise pour manger et s'assurer que les résidents sont toujours confortables physiquement. Comment évaluez-vous le personnel quant à ces aspects, pour le membre de votre famille?</i></p>				
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**Activities**

NRC Number	Questionnaire Item	Response Options	Percent	Valid Percent	Scoring
16675	Do you feel there are enough activities for your family member? <i>Avez-vous l'impression qu'il y a suffisamment d'activités pour le membre de votre famille?</i>	1 Yes 2 Somewhat 3 No 89 DK/NA Missing	55.5 18.3 13.7 10.1 2.3	63.4 20.9 15.7	positive problem problem Not Scored
16676	Do you feel there is enough entertainment? <i>Avez-vous l'impression qu'il y a suffisamment de divertissements?</i>	1 Yes 2 Somewhat 3 No 89 DK/NA Missing	55.4 18.1 12.9 11.5 2.1	64.1 21.0 14.9	positive problem problem Not Scored

**Assistance with Eating** [Not used in Hospital Report due to extent of non score-able data in these items]

NRC Number	Questionnaire Item	Response Options	Percent	Valid Percent	Scoring
16694	[This item not used in a Hospital Report indicator] Do you feel the facility has enough staff to look after resident needs? <i>Avez-vous l'impression que l'établissement a suffisamment de personnel pour répondre aux besoins des résidents?</i>	1. Yes 2. Somewhat 3. No 89. DK/NA Missing	27.2 29.3 36.1 4.9 2.5	29.4 31.6 39.0	positive problem problem Not Scored
16697	[This item not used in a Hospital Report indicator] Does your family member receive the help he/she needs to eat? <i>Est-ce que le membre de votre famille reçoit l'aide dont il ou elle a besoin pour manger?</i>	1. Yes 2. Somewhat 3. No 89. DK/NA Missing	48.0 21.1 6.7 20.6 3.6	63.3 27.8 8.9	positive problem problem Not Scored

NRC Number	Questionnaire Item	Response Options	Percent	Valid Percent	Scoring
16695	<p>[This item not used in a Hospital Report indicator]</p> <p>Do the staff take the proper amount of time to feed your family member?</p> <p><i>Est-ce que le personnel prend tout le temps nécessaire pour nourrir le membre de votre famille?</i></p>	<p>1. Yes</p> <p>2. Somewhat</p> <p>3. No</p> <p>89. DK/NA</p> <p>Missing</p>	<p>30.8</p> <p>16.9</p> <p>8.5</p> <p>37.0</p> <p>6.7</p>	<p>54.7</p> <p>30.1</p> <p>15.2</p>	<p>positive problem</p> <p>problem</p> <p>Not Scored</p>

## Appendix B: Descriptive Statistics on Hospitals' Indicator Scores for All Hospitals that Participated in the Surveys and by Complex Continuing Care (CCC) Program Size

### Patient Survey Results

(Indicator score = percent of questions with a "positive" response)

<b>Living Environment (Patient)</b>	All Hospitals	Large CCC Programs ( $\geq 30,000$ patient days)	Small CCC Programs ( $<30,000$ patient days)
Valid N	42	15	27
Mean	76.0	72.1	78.3
Standard Deviation	6.9	6.3	6.3
25th Percentile	71.0	68.0	75.6
Median	78.0	71.5	79.0
75 <sup>th</sup> Percentile	80.0	76.6	81.0

<b>Food and Food Services (Patient)</b>	All Hospitals	Large CCC Programs ( $\geq 30,000$ patient days)	Small CCC Programs ( $<30,000$ patient days)
Valid N	42	15	27
Mean	73.0	70.0	74.7
Standard Deviation	8.3	5.6	9.1
25th Percentile	67.3	67.0	67.3
Median	72.55	71.3	73.5
75 <sup>th</sup> Percentile	78.4	73.5	82.1

<b>Activities (Patient)</b>	All Hospitals	Large CCC Programs ( $\geq 30,000$ patient days)	Small CCC Programs ( $<30,000$ patient days)
Valid N	42	15	27
Mean	76.0	77.1	75.3
Standard Deviation	9.8	7.4	11.0
25 <sup>th</sup> Percentile	67.8	74.3	66.9
Median	78.15	78.0	78.3
75 <sup>th</sup> Percentile	84.5	81.3	85.5

<b>Staff (Patient)</b>	All Hospitals	Large CCC Programs ( $\geq 30,000$ patient days)	Small CCC Programs ( $<30,000$ patient days)
Valid N	42	15	27
Mean	73.5	67.2	77.0
Standard Deviation	9.8	7.5	9.3
25 <sup>th</sup> Percentile	66.3	62.3	69.8
Median	73.7	68.8	79.0
75 <sup>th</sup> Percentile	81.3	70.5	85.7

<b>Dignity (Patient)</b>	All Hospitals	Large CCC Programs ( $\geq 30,000$ patient days)	Small CCC Programs ( $<30,000$ patient days)
Valid N	42	15	27
Mean	77.5	73.2	79.9
Standard Deviation	6.7	5.2	6.3
25th Percentile	73.5	70.4	76.2
Median	78.1	73.5	81.4
75 <sup>th</sup> Percentile	82.1	75.2	84.4

<b>Autonomy (Patient)</b>	All Hospitals	Large CCC Programs ( $\geq 30,000$ patient days)	Small CCC Programs ( $<30,000$ patient days)
Valid N	42	15	27
Mean	69.1	67.4	70.1
Standard Deviation	6.3	4.3	7.0
25th Percentile	65.8	65.8	63.8
Median	69.0	67.4	72.0
75 <sup>th</sup> Percentile	73.8	68.5	75.4

<b>Medical Care and Treatment (Patient)</b>	All Hospitals	Large CCC Programs ( $\geq 30,000$ patient days)	Small CCC Programs ( $<30,000$ patient days)
Valid N	42	15	27
Mean	83.8	82.6	84.5
Standard Deviation	5.7	4.3	6.4
25 <sup>th</sup> Percentile	80.0	79.4	80.0
Median	84.2	83.3	85.2
75 <sup>th</sup> Percentile	88.4	84.9	89.6

<b>All Indicator Domain Questions (Patient)</b>	All Hospitals	Large CCC Programs ( $\geq 30,000$ patient days)	Small CCC Programs ( $<30,000$ patient days)
Valid N	42	15	27
Mean	75.0	71.9	76.7
Standard Deviation	5.6	4.9	5.4
25 <sup>th</sup> Percentile	70.5	69.6	72.4
Median	75.0	72.0	76.9
75 <sup>th</sup> Percentile	80.1	74.7	81.5

## Family Survey Results

(Indicator score = percent of questions with a “positive” response)

<b>Global Quality (Family)</b>	All Hospitals	Large CCC Programs ( $\geq 30,000$ patient days)	Small CCC Programs ( $<30,000$ patient days)
Valid N	42	15	27
Mean	83.8	82.2	84.7
Standard Deviation	8.3	7.0	9.0
25th Percentile	78.1	78.1	78.9
Median	84.7	81.7	85.3
75 <sup>th</sup> Percentile	89.4	89.1	91.8

<b>Living Environment (Family)</b>	All Hospitals	Large CCC Programs ( $\geq 30,000$ patient days)	Small CCC Programs ( $<30,000$ patient days)
Valid N	42	15	27
Mean	72.0	71.1	72.6
Standard Deviation	11.9	9.5	13.2
25th Percentile	65.6	66.3	65.6
Median	71.7	71.3	73.3
75 <sup>th</sup> Percentile	79.9	78.4	82.5

<b>Communication with Staff (Family)</b>	All Hospitals	Large CCC Programs ( $\geq 30,000$ patient days)	Small CCC Programs ( $<30,000$ patient days)
Valid N	42	15	27
Mean	83.36	81.45	84.43
Standard Deviation	7.44	6.42	7.86
25th Percentile	78.6	78.4	78.6
Median	83.55	80.4	85.0
75 <sup>th</sup> Percentile	89.8	85.1	91.7

<b>Patient Care and Services (Family)</b>	All Hospitals	Large CCC Programs ( $\geq 30,000$ patient days)	Small CCC Programs ( $<30,000$ patient days)
Valid N	42	15	27
Mean	82.95	79.83	84.69
Standard Deviation	8.01	7.07	8.10
25th Percentile	76.9	75.6	80.4
Median	83.65	78.8	86.1
75 <sup>th</sup> Percentile	88.5	85.2	88.7

<b>Activities (Family)</b>	All Hospitals	Large CCC Programs ( $\geq 30,000$ patient days)	Small CCC Programs ( $<30,000$ patient days)
Valid N	42	15	27
Mean	60.30	65.38	57.48
Standard Deviation	15.36	12.97	16.08
25th Percentile	49.2	56.1	43.8
Median	61.75	66.5	60.0
75 <sup>th</sup> Percentile	72.2	76.4	66.7