The 2007 National Survey of Nursing Homes

*This survey focuses on practices and policies in place in this nursing home. When answering these questions, we would like you to focus only on __the Medicare and/or Medicaid licensed nursing home part of your facility__. **Please do NOT consider your non-certified or unlicensed beds, or assisted living beds** when answering these questions.*

Q1. **How many private, single rooms does your nursing home have?**
Please do not include semi-private rooms in your response.

0	10
1-5	37
6-10	19
11+	33
No Response	1
Mean:	*15.5*

Q2. **How many private, single rooms have their own private bathroom?**
Please do not include semi-private rooms in your response.

0	13
1-2	21
3-4	17
5-10	23
11-19	10
20+	14
No Response	2
Mean:	*11.2*

Q3. **What percent of residents in this nursing home live in the following settings?**

Please note that your responses should add to 100%	**Enter %**
a. Traditional nursing units: Areas with a larger number of residents under care, often occupying a hallway or floor of a building	**0%** 8 **1-49%** 1 **50-79%** 5 **80-99%** 3 **100%** 80 **No Response** 4 *Mean:* *89.0%*
b. Neighborhoods: Areas in which the traditional nursing unit is broken into smaller functional units, in which ancillary services, such as laundry, dining, and bathing are shared with other neighborhoods	**0%** 84 **1-49%** 4 **50-79%** 2 **80-99%** * **100%** 5 **No Response** 4 *Mean:* *8.1%*
c. Households: <u>Self-contained</u> areas with a full kitchen, living room and dining room, with a relatively small number of residents per household	**0%** 92 **1-49%** 2 **50-79%** 1 **80-99%** 0 **100%** * **No Response** 4 *Mean:* *1.1%*
d. Other (specify): _____	**0%** 93 **1-49%** 1 **50-79%** * **80-99%** * **100%** 1 **No Response** 4 *Mean:* *1.6%*

* Denotes less than 1%

Q4. **Which of the following best describe how nurses' stations (for RNs, LPNs, and unit charge nurses) are typically structured in this nursing home?** *Select One.*

☐₁ Nurses' stations occupy a centralized location near resident rooms,   86
for example in the middle of the unit with staff working behind counters

☐₂ Some/all nurses' stations have been redesigned to be more informal   11
with desks and counters designed to be more open

☐₃ Nursing work space has been integrated into resident living space   2
No Response   1

Q5. **How is the overhead paging system used in this nursing home?** *Select One.*

☐₁ Overhead paging system is used on a regular basis   72
☐₂ Overhead paging system is only used in case of emergency   20
☐₃ This nursing home does not use an overhead paging system   8
No Response   1

Q6. **Are residents and their family members encouraged to decorate and personalize their rooms <u>even if it includes using nails, tape, screws, etc?</u>**

☐₁ Yes   91
☐₂ No   9

Q7. **Which of the following best describe how meals are prepared and served for the <u>majority</u> of residents in this nursing home?** *Select One.*

☐₁ Meals are prepared in a central kitchen and served in one or more   74
common dining rooms with residents from multiple units

☐₂ Meals are prepared in a central kitchen but delivered and served at   22
the individual unit, neighborhood, or household

☐₃ Meals are prepared <u>and</u> served at the unit/ household/neighborhood level   2
No Response   2

Q8. **Is it the practice in this nursing home that residents can…?**

	<u>Yes</u>	<u>No</u>	<u>No Resp.</u>
a. Access food from a refrigerator whenever they want to	47	51	1
b. Access appliances necessary to prepare their own meal (e.g., microwave, stove, sink)	20	79	1
c. Eat when they want	62	35	3
d. Request and receive favorite foods that are not on the menu	84	15	1
e. Go to bed when they want	96	3	1
f. Get up when they want	89	10	1
g. Choose when they bathe or shower even if they need help or supervision	72	27	1
h. Choose <u>how</u> they are bathed (e.g., bath or shower, undressed or partially dressed, washing up while in bed, etc.)	87	12	1

Q9. **For each of the activities listed, how involved are residents in decision making?**

For each, select the option that best characterizes the general circumstances in this home.	Decisions are usually made by staff independent of resident input	Decisions are usually made by staff with some input from residents	Residents and staff usually make decisions jointly	Decisions are usually made by residents independently	No Response
a. Creating the schedule for meals	43	44	12	*	1
b. Planning menus	35	50	13	1	1
c. Creating the calendar for social events, activities, and outings	11	59	27	1	2
d. Planning of social events, activities, and outings	10	57	30	1	2
e. Decorating of communal areas – e.g., choice of furniture, wall color, etc.	52	34	13	*	1
f. Decisions about personnel who will be or are working in the household, neighborhood, or unit	71	24	3	*	1
g. Decisions about who provides their own hands-on care	39	46	13	1	1
h. Developing the resident's care plan	8	49	42	*	1

Q10. **Are any of the following individuals a regular and formal part of the senior management team that makes important decisions affecting the entire nursing home (for example, major renovations, pet policies, etc.)?**

	Yes	No	No Response
a. Direct care worker(s)	58	41	2
b. Resident(s)	48	50	2
c. Families of residents	42	56	2
d. Other (specify): _____	11	19	70

Q11. **How are Certified Nursing Assistants (CNAs) assigned to care for residents?** *Select One.*

☐₁ CNAs rotate to provide care for **different** residents on a scheduled basis (e.g., daily, weekly, or monthly)   26

☐₂ CNAs consistently provide care for the **same** group of residents each shift they work (e.g., caring for the same residents at least 85% of their time)   72

No Response   2

Q12. **Please indicate how Certified Nursing Assistant schedules are determined in this nursing home?** *Select One.*

☐₁ A staffing coordinator determines CNA schedules   93
☐₂ CNAs develop their own schedules for day shifts **only**   *
☐₃ CNAs develop their own schedules for day and evening shifts   5
No Response   1

Q13. For each of the items listed, how involved are direct care workers in the decision making? *For each, select the option that best characterizes the general circumstances in this home.*

	Decisions are usually made by the department head/ supervisor independently	Decisions are usually made by the department head/ supervisor with some input from direct care workers	The department head/ supervisor and direct care workers usually make decisions jointly	Decisions are usually made by direct care workers independently	No Response
a. Scheduling of staff shifts	30	52	16	1	1
b. Staff assignment to residents	20	56	19	4	1
c. Performance evaluations	43	41	15	*	1
d. Hiring and staff selection	65	30	5	*	1
e. Planning social events	15	49	33	2	1
f. Budget and resource requests	60	36	3	-	1

Q14. In the past year, how many CNAs on your staff attended continuing education courses or other educational courses <u>paid for by your facility</u>?

Please enter a whole number, not a range.

0	30
1-5	19
6-10	12
11-49	19
50+	13
No Response	8
Mean:	*18.1*

Q15. Approximately what percent of staff is trained to do tasks outside of their primary duty (for example, social worker or housekeeping trained to provide feeding assistance or CNAs trained to provide activities)?

Please enter a whole number, not a range.

0%	30
1-10%	37
11-49%	18
50%+	10
No Response	4
Mean:	*14.4%*

Q16. What, if any, of the following initiatives are currently underway at this nursing home? If they are not currently happening, please indicate if the home has any plans for these initiatives in the future.

	Currently implementing	Plan to do within the next year	Plan to do within the next 5 years	No plans	Not Sure	No Response
a. Break down larger units into smaller operational units (e.g., households, neighborhoods)	8	7	10	65	9	2
b. Eliminate nurses stations	3	4	7	79	6	1
c. Enable residents to determine their own daily schedules	29	10	13	32	13	2
d. Change dining experience (e.g., from tray service to family style or buffet)	29	17	12	30	11	1
e. Actively involve residents in decisions regarding their household/neighborhood/unit	38	14	11	24	12	2

		Currently implementing	Plan to do within the next year	Plan to do within the next 5 years	No plans	Not Sure	No Response
f.	Provide staff with opportunities for acquiring leadership skills	53	20	10	9	9	1
g.	Include direct care workers and residents as a regular and formal part of the senior management team	32	17	9	23	17	1
h.	Implement care planning sessions including CNAs and other relevant staff, utilizing the "I Care" or "First Person" approach	42	20	7	15	15	1
		Currently implementing	Plan to do within the next year	Plan to do within the next 5 years	No plans	Not Sure	No Response
i.	Create self-managed work teams	15	12	10	41	21	2
j.	Implement consistent assignment of CNAs to the same group of residents	74	8	2	10	5	1
k.	Fully implement "Bathing Without a Battle Techniques"	35	18	5	17	24	1

Experiences with Resident Centered Care

We would now like to ask you a few questions about the concept of culture change, also referred to as a resident-centered or resident-directed approach. A culture change or resident-centered nursing home can be defined as an organization that has home and work environments which include the following:

- Care and all resident-related activities that are decided by the resident;
- A living environment that is designed to be a home rather than an institution;
- Close relationships existing between residents, family members, staff, and community;
- Work organized to support and allow all staff to respond to residents' needs and desires;
- Management that allows collaborative and group decision making; and
- Processes/measures that are used for continuous quality improvement

Q17. Prior to this survey, how familiar were you with the terms culture change or a resident-centered approach?

- ☐ 1 I never heard of it   3
- ☐ 2 I have heard of it but I am not very familiar with the concept   26
- ☐ 3 I am familiar with the concept   70
-        No Response   1

Q18. How well does the definition of culture change or a resident-centered approach provided above describe this nursing home?

☐ 1 This definition does not describe this nursing home   20 ⟹

[IF DOES NOT DESCRIBE]

Q19. What future plans does this nursing home have for implementing culture change or a resident-centered approach?

- ☐ 1 No specific plans   73
- ☐ 2 Plan to implement within   25
       the next three years
       No response   2

[NOW SKIP TO Q23]

- ☐ 2 This definition describes this nursing home in a few respects   35
- ☐ 3 This definition describes this nursing home for the most part   25
- ☐ 4 This definition completely describes this nursing home   5
        No Response   14

If this describes at all, answer Q20, Q21, & Q22

Q20. **When did this nursing home first start implementing culture change or a resident-centered approach?**

☐₁ Within past year — 25
☐₂ More than 1 year but less than 3 years ago — 31
☐₃ 3 or more years ago — 26
☐₄ Not sure — 17
  No Response — *

Q21. **Is the adoption of this approach facility-wide or is it being implemented in selected units?**

☐₁ This approach is being implemented in a few units — 12
☐₂ This approach is being implemented in half of the units — 2
☐₃ This approach is being implemented in most of the units — 8
☐₄ This approach is being implemented facility-wide — 77
  No Response — 1

Q22. **In your opinion, what kind of business (organizational) impact do you think culture change or a resident-centered approach is having on this nursing home?**

	Worsened	No Impact	Improved	Not Applicable	Not Sure	No Response
a. Staff retention	2	31	47	3	15	1
b. Staff absenteeism	2	46	32	4	15	1
c. Competitive position in market area	1	22	52	3	22	1
d. Occupancy rate	1	37	45	3	13	1
e. Use of agency staff	2	21	16	52	8	2
f. Payer mix (i.e., percent of residents that are private insurance, self-pay, or Medicaid)	1	49	24	7	18	1
g. Operational costs (e.g., less wasted food, lower laundry costs, staffing costs, etc.)	4	35	26	4	30	1

[ALL RESPONDENTS ANSWER Q23 AND ON]

Q23. **How committed, if at all, is the leadership of this nursing home, that is, the owners, board, and administrators, to the adoption of culture change or a resident-centered approach (as defined above)?**

☐₁ Not at all committed — 3
☐₂ Not very committed — 5
☐₃ Somewhat committed — 21
☐₄ Very committed — 29
☐₅ Extremely committed — 20
☐₆ Mixed commitment — 5
☐₇ Not sure — 16
  No Response — 2

Q24. **How much of a barrier, if any, are the following to implementing culture change or a resident-centered approach in this nursing home?**

	Not a Barrier	Minor Barrier	Major Barrier	Not Applicable	Not Sure	No Response
a. Unions	36	6	7	43	6	2
b. Corporate/board support	49	16	11	8	14	2
c. Regulations	28	33	23	2	12	2
d. Staff resistance	26	47	14	2	10	2
e. Family or resident resistance	45	35	3	2	14	2
f. Human resource policies and procedures (for example, job descriptions, hiring practices, evaluation practices, etc.)	40	34	8	2	13	2
g. Cost	18	28	31	2	19	1
h. Size of facility	35	27	22	3	11	2

NURSING HOME PROFILE

Q25. **What proportion of residents in this nursing home are short stay (i.e., less than 30 days)?**

- ☐₁ Less than 25%   76
- ☐₂ 25-49%   19
- ☐₃ 50-74%   3
- ☐₄ 75-100%   1
-    No Response   2

Q26. Are any of the direct care nursing staff at this nursing home unionized?

- ☐₁ Yes   18
- ☐₂ No   80
-    No Response   1

Q27. **How many individuals are currently employed in the following positions:**

Please enter a whole number, not a range	**Enter #**
a. CNAs	**Less than 30:** 24 **30 to less than 60:** 43 **60+:** 31 **No Response:** 2 *Mean:* *51.6*
b. LPNs	**15 or less:** 54 **16 to 25:** 25 **26+:** 19 **No Response:** 2 *Mean:* *17.6*
c. RNs	**Less than 6:** 24 **6 to 10:** 34 **More than 10:** 27 **No Response:** 2 *Mean:* *9.6*

Q28. What is the turnover rate for:

Please enter a whole number, not a range	**Enter %**	
a. CNAs (number of CNAs who left, voluntarily or involuntary, in previous 12 months divided by the total number of CNAs employed)	**10% or less:** **11 to 25%:** **More than 25%:** **No Response:** *Mean:*	28 22 38 13 *27.0*
b. LPNs (number of LPNs who left, voluntarily or involuntary, in previous 12 months divided by the total number of LPNs employed)	**10% or less:** **11 to 25%:** **More than 25%:** **No Response:** *Mean:*	49 23 17 11 *15.3*
c. RNs (number of RNs who left, voluntarily or involuntary, in previous 12 months divided by the total number of RNs employed)	**10% or less:** **11 to 25%:** **More than 25%:** **No Response:** *Mean:*	59 14 17 10 *14.1*

Q29. How many different Directors of Nursing have served in this nursing home during the past 2 years?

1	57
2	25
3	10
4+	7
No Response	1
Mean:	*1.7*

Q30. How many different Administrators of Record (AOR) have served in this nursing home the past 2 years?

1	65
2	22
3	8
4+	4
No Response	1
Mean:	*1.6*

Q31. How long have you been in your current position as Director of Nursing?

☐₁	Less than 1 year	29
☐₂	More than 1 year to less than 3 years	25
☐₃	3 years to less than 5 years	14
☐₄	5 or more years	31
	No Response	1

Q32. How long have you been working in the field of nursing home care?

☐₁	Less than 1 year	2
☐₂	More than 1 year to less than 3 years	4
☐₃	3 years to less than 5 years	4
☐₄	5 or more years	88
	No Response	1

Q33. How satisfied are you with your current position at this nursing home?

☐₁	Not at all satisfied	1
☐₂	Not very satisfied	4
☐₃	Somewhat satisfied	22
☐₄	Very satisfied	46
☐₅	Extremely satisfied	27
	No Response	1
	Mean:	*3.9*