

PENNSYLVANIA

2009

EXECUTIVE SUMMARY

Prepared by



This report provides information needed to initiate quality improvement efforts, track referral sources, improve staff recruitment and retention, and evaluate outcomes of previous initiatives.

Includes:

RESIDENT SATISFACTION

FAMILY SATISFACTION

EMPLOYEE SATISFACTION

Published date: May 4, 2010

FOREWORD

My InnerView, a subsidiary of National Research Corporation (NASDAQ: NRCI), is the nation's largest provider of performance measurement and benchmarking in the senior services sector. My InnerView currently conducts regular customer and staff satisfaction surveys in nearly half of the nation's long-term care facilities, and possesses the largest private database of nursing home performance in existence. These surveys and other My InnerView evidence-based tools and programs are designed to assist service providers, government policy makers and consumers in their common efforts to enhance the quality and value available to the growing number of Americans who need reliable and affordable health and supportive services in nursing homes and other residential settings.

This Executive Summary presents aggregate measures of customer and employee satisfaction for large samples of Pennsylvania nursing facilities. Results are displayed for resident, family and employee satisfaction surveys conducted by My InnerView in 2009, with comparisons to similar data reported for 2008 and 2007.

My InnerView produces other state-based reports and a national report each year on nursing home consumer and employee satisfaction levels. The *2008 National Survey of Consumer and Workforce Satisfaction in Nursing Homes* can be viewed at www.myinnerview.com.

SATISFACTION SURVEY PARTICIPATION IN 2009: PENNSYLVANIA NURSING FACILITIES

SURVEY TYPE	FAC PARTICIPATING	% STATE'S NF	RESPONDENTS	PA RESPONSE RATE	MIV RESPONSE RATE*
Resident	104	14%	1,651	50%	54%
Family	158	22%	5,980	39%	36%
Employee	117	16%	8,061	70%	62%

* Most recent 12-month averages

DISTRIBUTION: Each participating facility provided My InnerView with the number of resident, family and employee surveys needed. Individually sealed packets containing a self-addressed, postage-paid envelope were sent to residents' family members or other responsible parties. Packets containing the employee survey and postage-paid envelopes were distributed at each participating facility to its current staff members. The survey process was designed to communicate and ensure that response was voluntary, anonymous and confidential.

QUALITY ASSURANCE: Responses are electronically compiled into a database, analyzed for integrity and subjected to a variety of statistical analyses.

RESULTS: Each facility and provider organization has access to its satisfaction survey results and other performance results on My InnerView's members-only Web site. The results provide benchmark information, enabling the facility to compare its performance to the average performance of all participating Pennsylvania facilities and to My InnerView's nationwide database. For individual facilities, My InnerView provides a Priority Action Agenda™ that highlights from the satisfaction surveys those areas of performance that represent priority opportunities for quality improvement. A comparable Priority Action Agenda is included with this report based on the aggregate satisfaction survey results for all participating Pennsylvania facilities.

RESIDENT AND FAMILY SATISFACTION SURVEYS: These surveys included items grouped in four areas: (1) Global Satisfaction, (2) Quality of Life, (3) Quality of Care and (4) Quality of Service.

EMPLOYEE SATISFACTION SURVEYS: This survey covers five areas: (1) Global Satisfaction, (2) Training, (3) Work Environment, (4) Supervision and (5) Management.

PENNSYLVANIA

KEY FINDINGS

Global satisfaction domains: Percent “Excellent” or “Good”

The current yearly report reflects the third annual set of satisfaction survey data assembled by My InnerView in the state of Pennsylvania. The perceptions of direct users of nursing home care, and of the workers who provide that care, provide important guidance for continued quality improvement. These data also fill a significant gap in publicly reported performance ratings for nursing homes, which do not account for the primary and unique experiences of actual customers and caregivers.

- Eighty-four percent (84%) of the **resident** survey respondents gave an overall satisfaction rating of “excellent” or “good,” with 85% rating their willingness to recommend their facility to others as either “excellent” or “good.” These resident ratings were slightly lower than My InnerView’s national benchmarks for resident global satisfaction, and were not materially changed year over year.
- Eighty-five percent (85%) of **family** survey respondents gave an overall rating of “excellent” or “good,” with 83% indicating a strong willingness to recommend to others the facility where their loved one was receiving care and services. These rating percentages have remained in a stable range over a three year period, slightly lower than national My InnerView benchmarks.
- **Employee** global satisfaction levels have improved fractionally over three years, but continued to fall well below national benchmarks. Sixty percent (60%) of responding employees rated their overall satisfaction as either “excellent” or “good,” with 62% also giving an “excellent” or “good” recommendation of their facility to others as a place to work, and 69% saying they would recommend the facility as an “excellent” or “good” place to receive care.

All domains and items: Weighted average scores

This report also displays weighted average scores for global satisfaction, as well as for all other survey domains. These scores account for all respondent ratings, whether “excellent,” “good,” “fair” or “poor,” on a scale of 100. These average resident and family average satisfaction ratings for Pennsylvania changed little during 2009, and continued to be slightly less favorable as compared to My InnerView national average satisfaction ratings across all surveyed domains. Average employee satisfaction levels, after some sign of improvement between 2007 and 2008, did not change perceptibly in 2009 and continued to lag significantly below national benchmarks. Though the percentage of employees who rate their workplaces as “good” are similar to national norms, the percentage of those who rate facilities as “excellent” remain very far below.

Geographic differentiations

This report contains tables which separate weighted average satisfaction levels based on whether facilities were located in rural, suburban or urban areas. Satisfaction levels for Pennsylvania nursing home residents and family members, as well as employees, were highest in rural communities and lowest in urban areas.

Detailed charts included in this report provide item-specific results and comparisons pointing to priority areas for further improvement, and display benchmarked results against My InnerView’s skilled nursing facility database numbering more than 6,500 facilities during 2009.

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SKILLED NURSING FAMILY SATISFACTION SURVEY REFERENCE

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SKILLED NURSING EMPLOYEE SATISFACTION SURVEY REFERENCE

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RESIDENT SATISFACTION

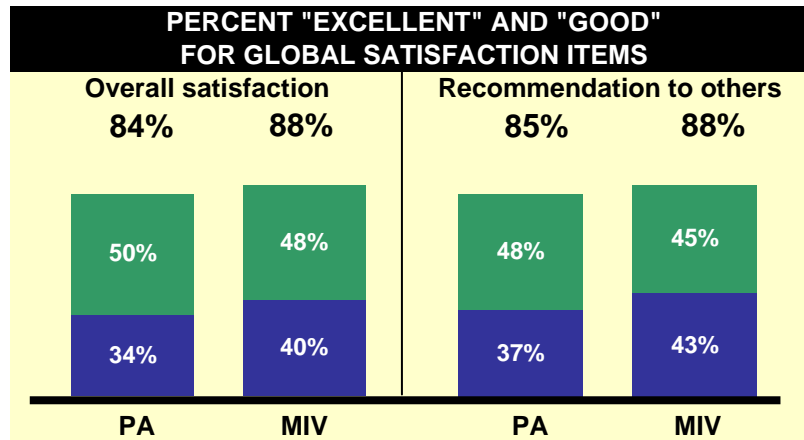
	2009	2008	2007
RESPONSE RATE	50%	42%	37%
FACILITIES SURVEYED	104	132	89
SURVEYS RECEIVED	1,651	1,466	1,035



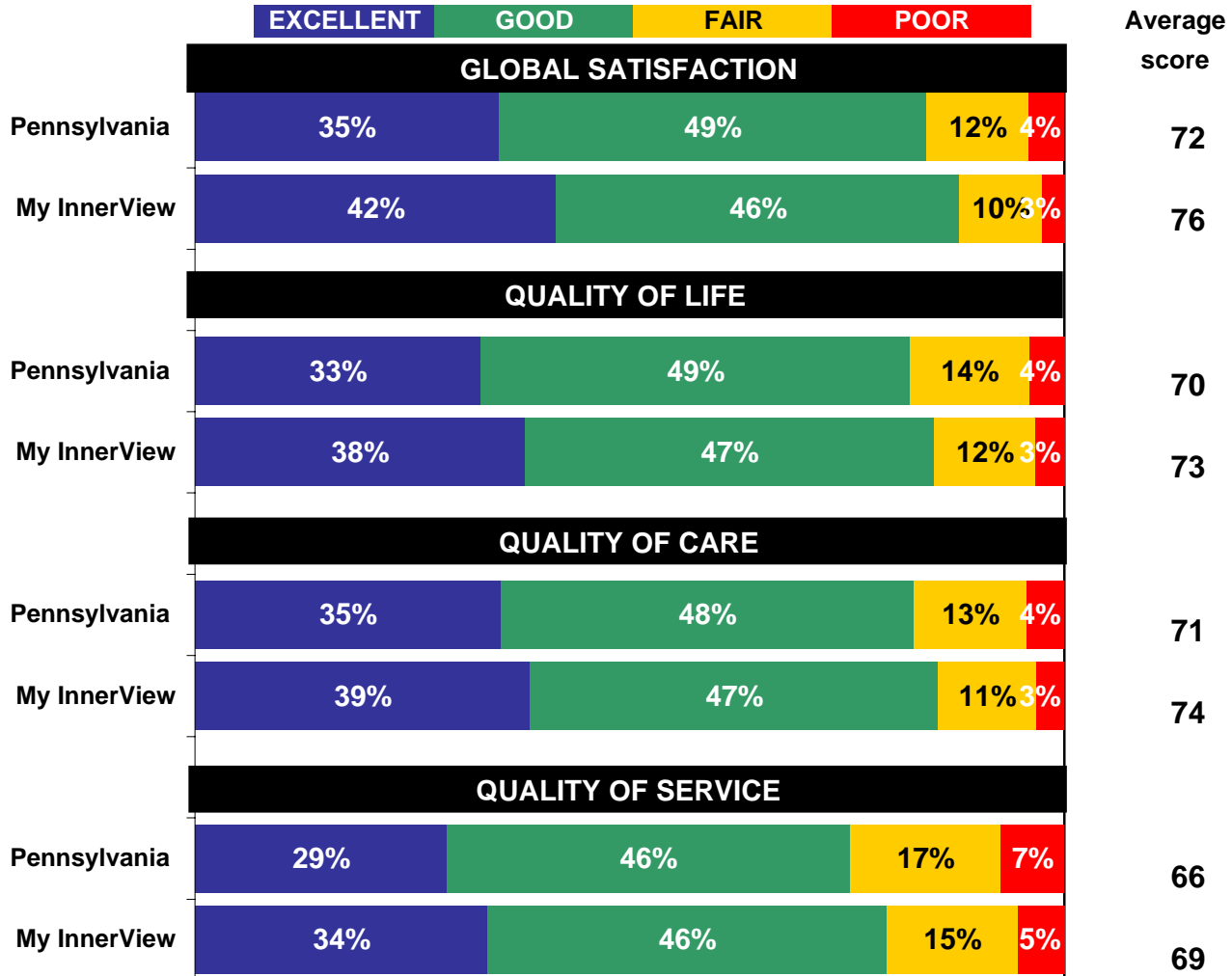
PENNSYLVANIA

RESIDENT SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2009



(The total percentage listed may be higher or lower than individual rating totals due to rounding)



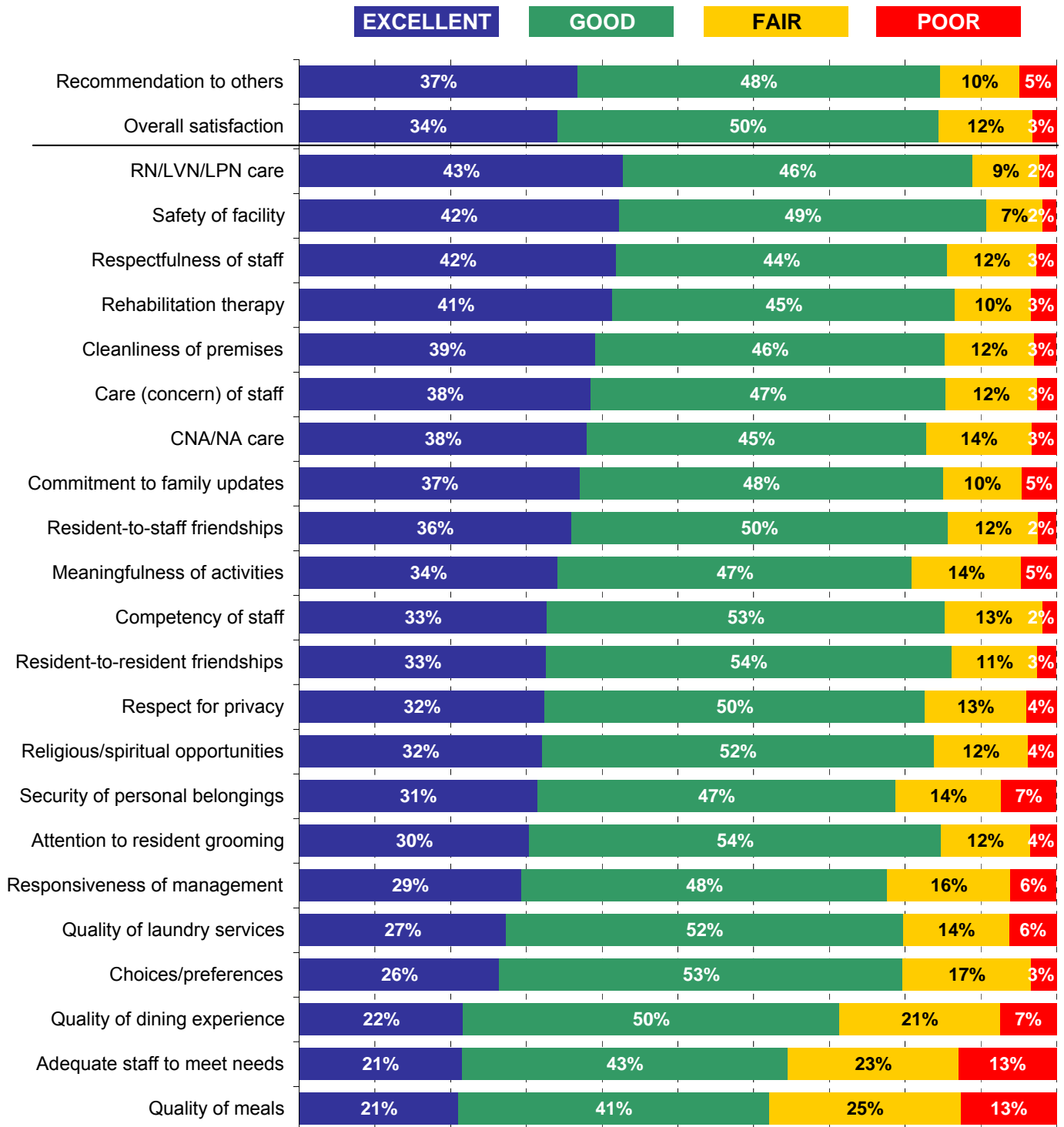
(May not total 100% due to rounding.)

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RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2009

2



Items are ranked from highest to lowest on the percent of responses rated "Excellent." The percentages reflect averages survey respondents. (May not total 100% due to rounding.) See chart 4 for comparison to prior years.

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RESIDENT SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

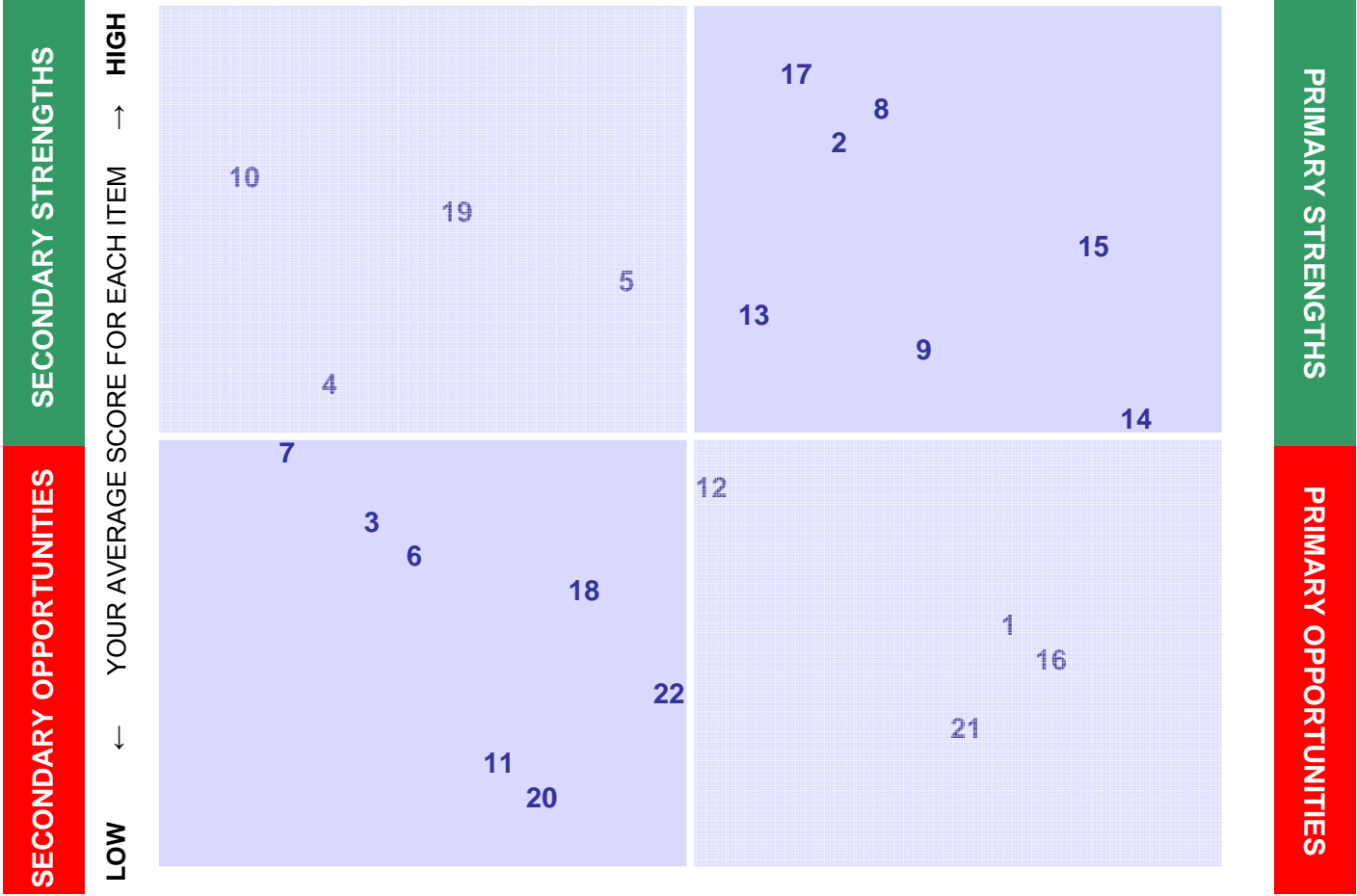
3

A

Quadrant A shows items of *lower* importance to "Recommendation" with a *higher* average score

Quadrant B shows items of *higher* importance to "Recommendation" with a *higher* average score

B



C

LOW ← IMPORTANCE TO RECOMMEND THIS FACILITY TO OTHERS → HIGH

Quadrant C shows items of *lower* importance to "Recommendation" with a *lower* average score

Quadrant D shows items of *higher* importance to "Recommendation" with a *lower* average score

D

The quadrant analysis plots the percentile rank of the average score on the satisfaction items against the percentile rank of the average "importance" score of each item and the question **What is your recommendation of this facility to others?** Items in the lower right quadrant are those that are most important to "Recommendation" but received the lowest scores.

See actual satisfaction items and report labels at end of section

PENNSYLVANIA



SECONDARY STRENGTHS

Items with average scores above the midline but not as important to "Recommendation"

- 5 Resident-to-staff friendships
- 4 Resident-to-resident friendships
- 19 Cleanliness of premises
- 10 Rehabilitation therapy



PRIMARY STRENGTHS

Items with average scores above the midline and more important to "Recommendation"

- 14 Competency of staff
- 15 Care (concern) of staff
- 9 CNA/NA care
- 13 Commitment to family updates
- 8 RN/LVN/LPN care
- 2 Respectfulness of staff
- 17 Safety of facility



SECONDARY OPPORTUNITIES

Items with average scores below the midline but not as important to "Recommendation"

- 22 Quality of laundry services
- 20 Quality of meals
- 11 Adequate staff to meet needs
- 18 Security of personal belongings
- 6 Meaningfulness of activities
- 3 Respect for privacy
- 7 Religious/spiritual opportunities



PRIMARY OPPORTUNITIES

Items with average scores below the midline and more important to "Recommendation"

These are areas that represent a good opportunity for improvement.

PRIORITY ACTION AGENDA™

The top FIVE items in Quadrant D (*Primary Opportunities*) comprise your Priority Action Agenda and provide a focus for improving willingness to recommend your facility to others.

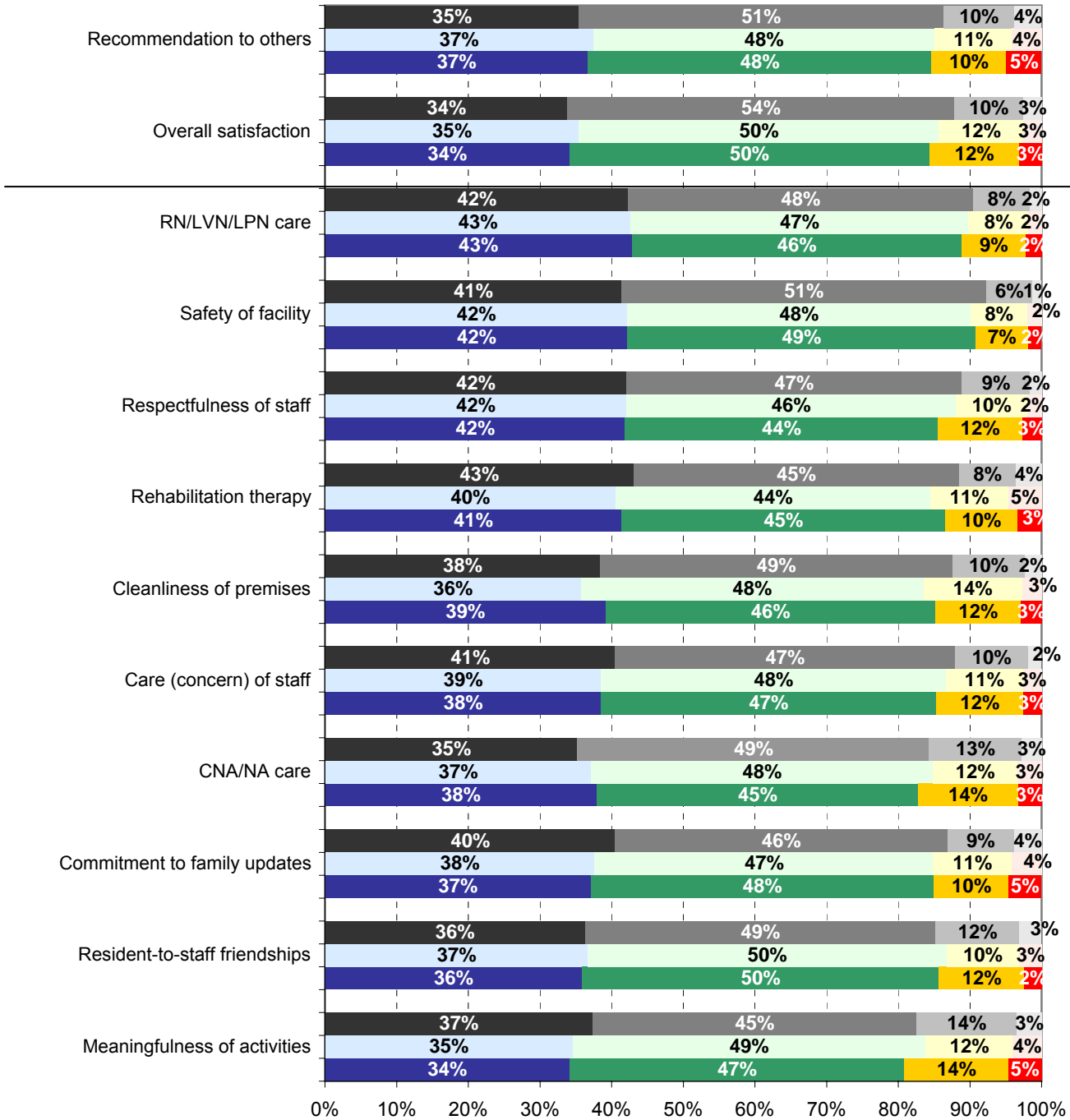
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 16** Responsiveness of management
- 21** Quality of dining experience
- 1** Choices/preferences
- 12** Attention to resident grooming

RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2007, 2008 AND 2009

Year	EXCELLENT	GOOD	FAIR	POOR
2007	EXCELLENT	GOOD	FAIR	POOR
2008	EXCELLENT	GOOD	FAIR	POOR
2009	EXCELLENT	GOOD	FAIR	POOR



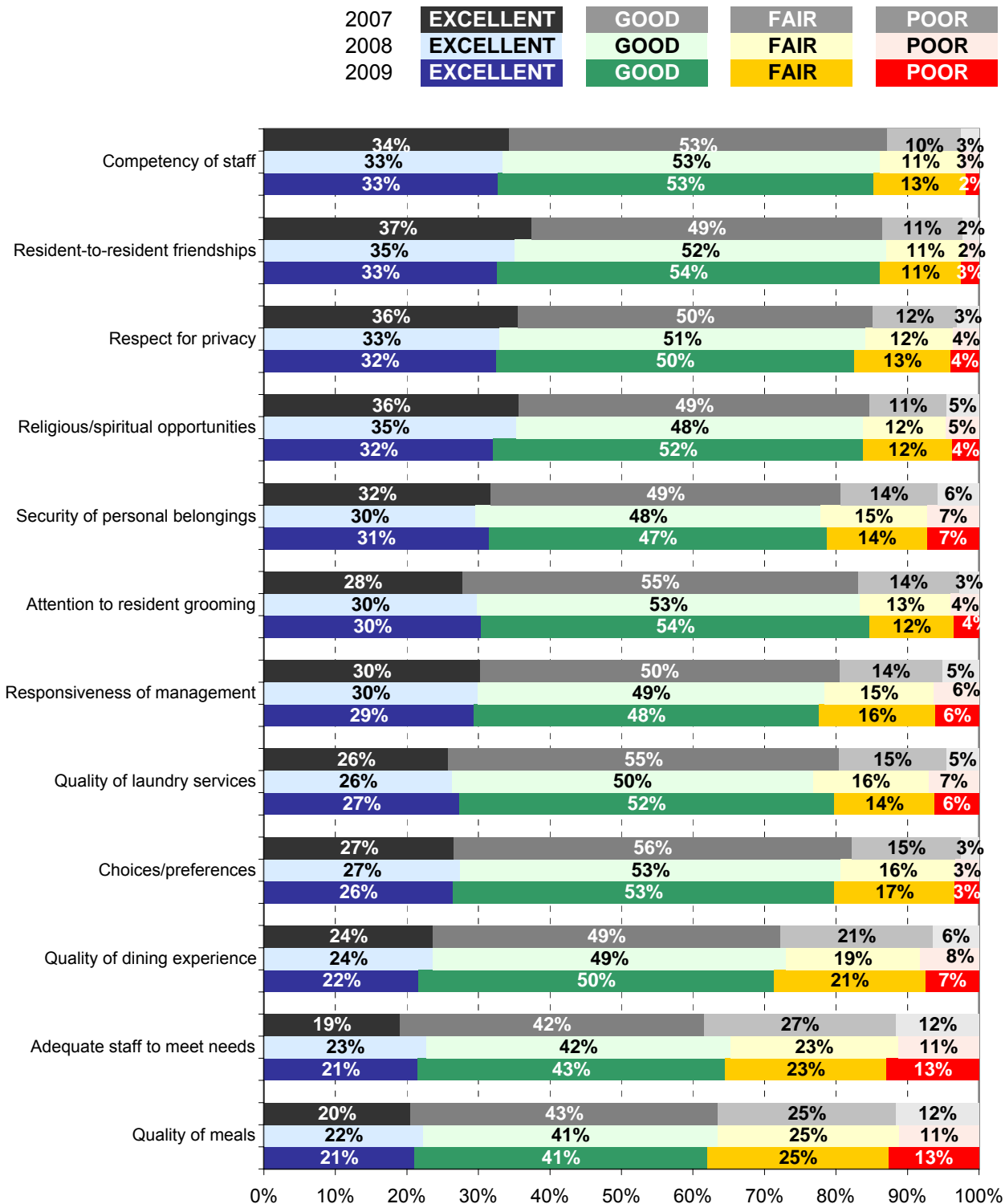
Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

PENNSYLVANIA

RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2007, 2008 AND 2009

CONTINUED



Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

PENNSYLVANIA

RESIDENT SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2009

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		2008	2007	2009 MIV
Recommendation to others		72	73	76
Overall satisfaction		72	73	75
QUALITY OF LIFE	Safety of facility	77	77	80
	Respectfulness of staff	75	76	78
	Resident-to-staff friendships	73	73	75
	Resident-to-resident friendships	72	73	75
	Religious/spiritual opportunities	71	71	74
	Respect for privacy	70	71	74
	Meaningfulness of activities	70	71	72
	Security of personal belongings	68	67	69
	Choices/preferences	68	68	71
	Quality of dining experience	62	63	66
QUALITY OF CARE	RN/LVN/LPN care	76	77	78
	Rehabilitation therapy	75	73	75
	Care (concern) of staff	74	74	76
	Commitment to family updates	72	73	75
	CNA/NA care	72	73	74
	Competency of staff	72	72	75
	Attention to resident grooming	71	70	72
	Adequate staff to meet needs	58	59	65
QUALITY OF SERVICE	Cleanliness of premises	74	72	77
	Responsiveness of management	67	67	70
	Quality of laundry services	67	65	69
	Quality of meals	57	58	61

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RESIDENT SATISFACTION

AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2009

6

	Pennsylvania	Rural	Suburban	Urban	
QUALITY OF LIFE	Overall satisfaction	72	75	73	68
	Recommendation to others	72	75	74	68
	Safety of facility	77	80	78	74
	Respectfulness of staff	75	78	76	72
	Resident-to-staff friendships	73	76	72	71
	Resident-to-resident friendships	72	76	72	70
	Religious/spiritual opportunities	71	75	70	68
	Respect for privacy	70	74	70	68
	Meaningfulness of activities	70	73	70	68
	Choices/preferences	68	72	70	62
	Security of personal belongings	68	68	70	64
	Quality of dining experience	62	64	65	56
	QUALITY OF CARE	RN/LVN/LPN care	76	79	76
Rehabilitation therapy		75	79	74	73
Care (concern) of staff		74	78	74	70
CNA/NA care		72	77	73	69
Commitment to family updates		72	75	73	70
Competency of staff		72	76	73	67
Attention to resident grooming		71	73	71	68
Adequate staff to meet needs		58	60	60	53
QUALITY OF SERVICE	Cleanliness of premises	74	79	73	71
	Responsiveness of management	67	71	69	62
	Quality of laundry services	67	69	70	62
	Quality of meals	57	59	61	50

All scores represent average scores across survey respondents. Each item was measured on a four-point scale:

Poor = 0 Fair = 33.3 Good = 66.7 Excellent = 100

Items are listed by domain as they appear in the survey. The shading in the Rural, Suburban and Urban columns reflects a comparison to the state average: Green = higher than the state average; yellow = same as the state average; red = lower than the state average.

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RESIDENT SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2009

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RESIDENT

Gender of resident		Age of resident	
Female	68%	19 or under	0%
Male	32%	20 to 29	0%
		30 to 39	1%
		40 to 49	3%
		50 to 59	8%
		60 to 69	14%
		70 to 79	27%
		80 to 89	33%
		90 or older	13%

FACILITY CHOICE

Homes visited		Reason for choosing		Length of stay	
None	55%	Convenient location	34%	Less than 1 month	4%
Only this one	21%	Good reputation	16%	1 to 3 months	13%
Two	17%	Doctor or hospital	28%	3 to 6 months	9%
Three	5%	Relative or friend	9%	6 months to 1 year	15%
Four	1%	Insurance requirement	3%	1 to 3 years	31%
Five or more	1%	Other reason	11%	3 or more years	27%

VISITOR

Person visiting most		How often visited	
Spouse	12%	Less than once a year	2%
Child	44%	Once a year	2%
Brother or sister	15%	Once every 3 months	7%
Grandchild	3%	Once a month or more	18%
Friend	11%	Once a week or more	46%
Another person	15%	Almost daily	25%

Assistance with survey

By myself	32%
With facility staff	40%
With family or friend	23%
With another resident	1%
With another person	4%

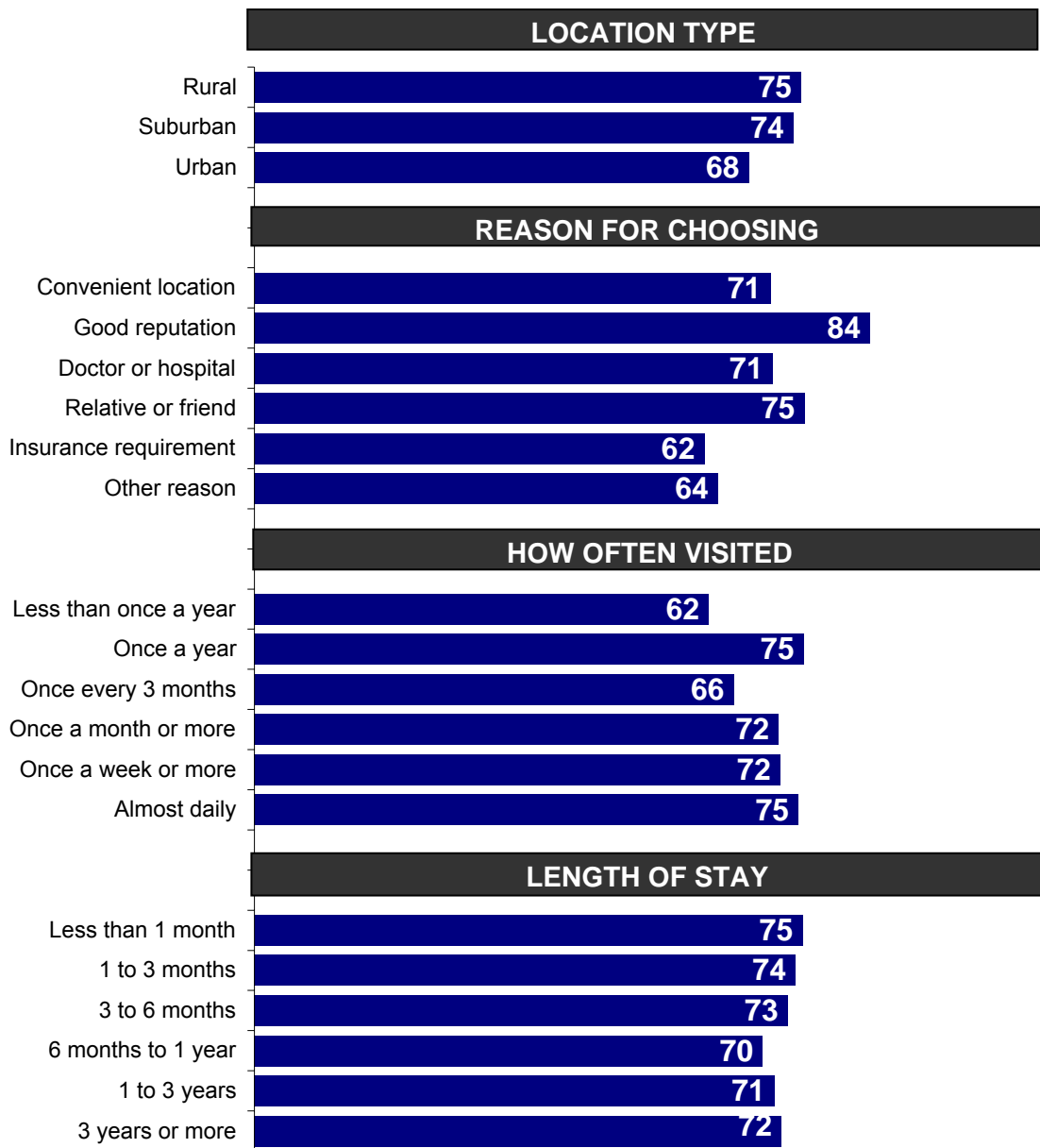
(May not total 100% due to rounding.)

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RESIDENT SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2009

8

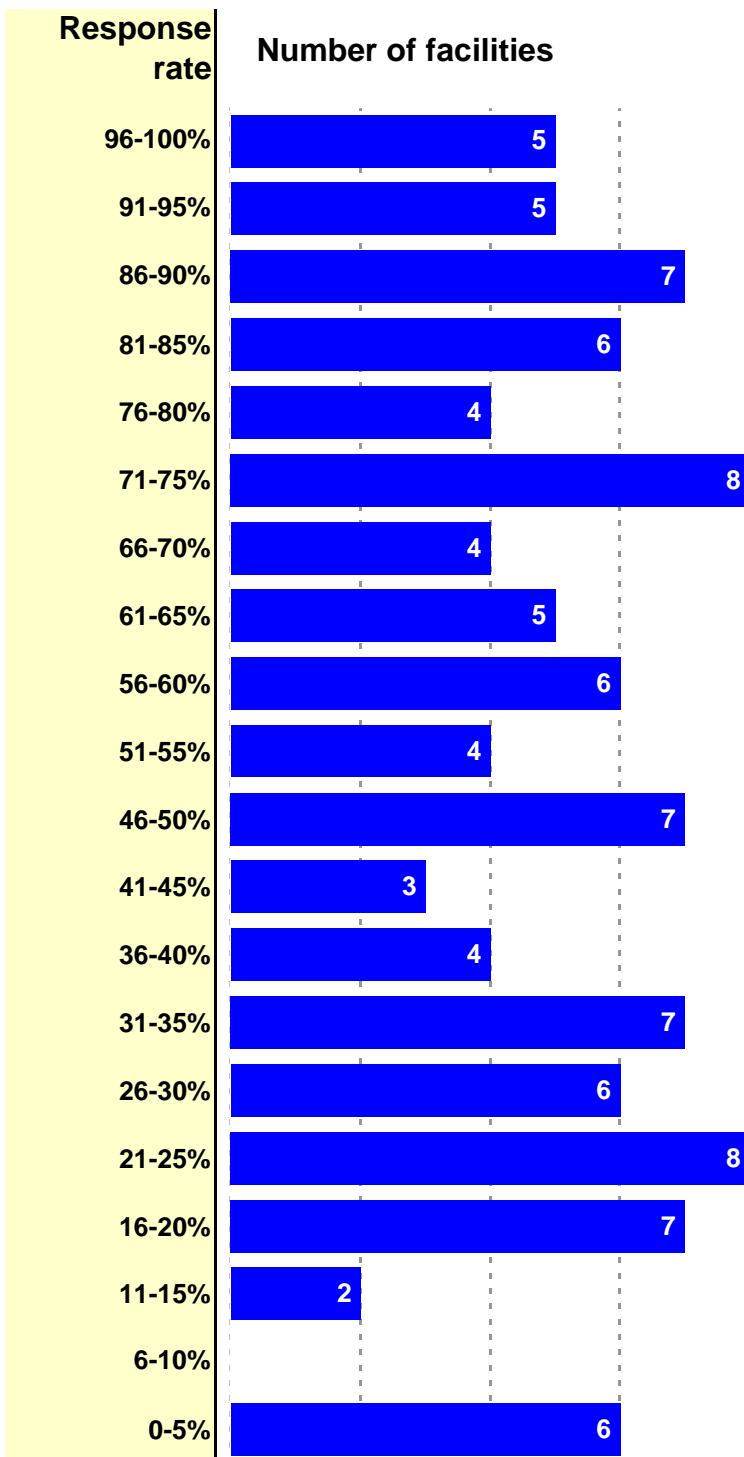


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RESIDENT SATISFACTION

DISTRIBUTION OF RESPONSE RATES FOR 2009

Results are for 104 participating facilities.



SUMMARY
Lowest response rate 0%
Highest response rate 100%
Overall state response rate 50%

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RESIDENT SATISFACTION

SKILLED NURSING RESIDENT SATISFACTION SURVEY REFERENCE

ITEM NUMBER/LABEL	ORIGINAL SURVEY STATEMENT
GLOBAL SATISFACTION DOMAIN	
23 Overall satisfaction	How would you rate your overall satisfaction with this facility?
24 Recommendation to others	What is your recommendation of this facility to others?
QUALITY OF LIFE DOMAIN Rate this facility on ...	
1 Choices/preferences	Meeting your choices and preferences
2 Respectfulness of staff	The respect shown to you by staff
3 Respect for privacy	Meeting your need for privacy
4 Resident-to-resident friendships	Offering you opportunities for friendships with other residents
5 Resident-to-staff friendships	Offering you opportunities for friendships with staff
6 Meaningfulness of activities	Offering you meaningful activities
7 Religious/spiritual opportunities	Meeting your religious and spiritual needs
17 Safety of facility	How safe it is for you
18 Security of personal belongings	The security of your personal belongings
21 Quality of dining experience	How enjoyable your dining experience is
QUALITY OF CARE DOMAIN Rate this facility on ...	
8 RN/LVN/LPN care	The quality of care provided by the nurses (RNs/LVNs/LPNs)
9 CNA/NA care	The quality of care provided by the nursing assistants (CNAs/NAs)
10 Rehabilitation therapy	The quality of rehabilitation therapy (occupational, physical, speech)
11 Adequate staff to meet needs	Providing an adequate number of nursing staff to meet care needs
12 Attention to resident grooming	Meeting your grooming needs
13 Commitment to family updates	Keeping you and your family informed about you
14 Competency of staff	The competency of staff
15 Care (concern) of staff	The staff's care and concern for you
QUALITY OF SERVICE DOMAIN Rate this facility on ...	
16 Responsiveness of management	Management's responsiveness to your suggestions and concerns
19 Cleanliness of premises	The cleanliness of your room and surroundings
20 Quality of meals	The quality of the meals
22 Quality of laundry services	The quality of laundry services
DEMOGRAPHICS AND BACKGROUND INFORMATION	
25 Length of stay	How long have you lived at this facility?
26 Person visiting most	Who visits you most often?
27 How often visited	How often does this person visit the you?
28 Homes visited	How many nursing homes did you (or your family) visit before choosing this facility?
29 Reason for choosing	What is the most important reason you (or your family) chose this facility?
30 Gender of resident	What is your gender?
31 Age of resident	What is your age?
32 Assistance with survey	How is this survey being completed?

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FAMILY SATISFACTION

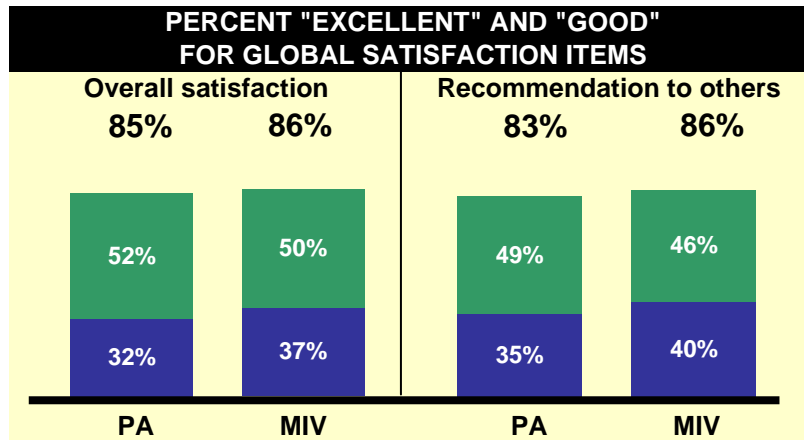
	2009	2008	2007
RESPONSE RATE	39%	39%	35%
FACILITIES SURVEYED	158	180	140
SURVEYS RECEIVED	5,980	7,061	5,474



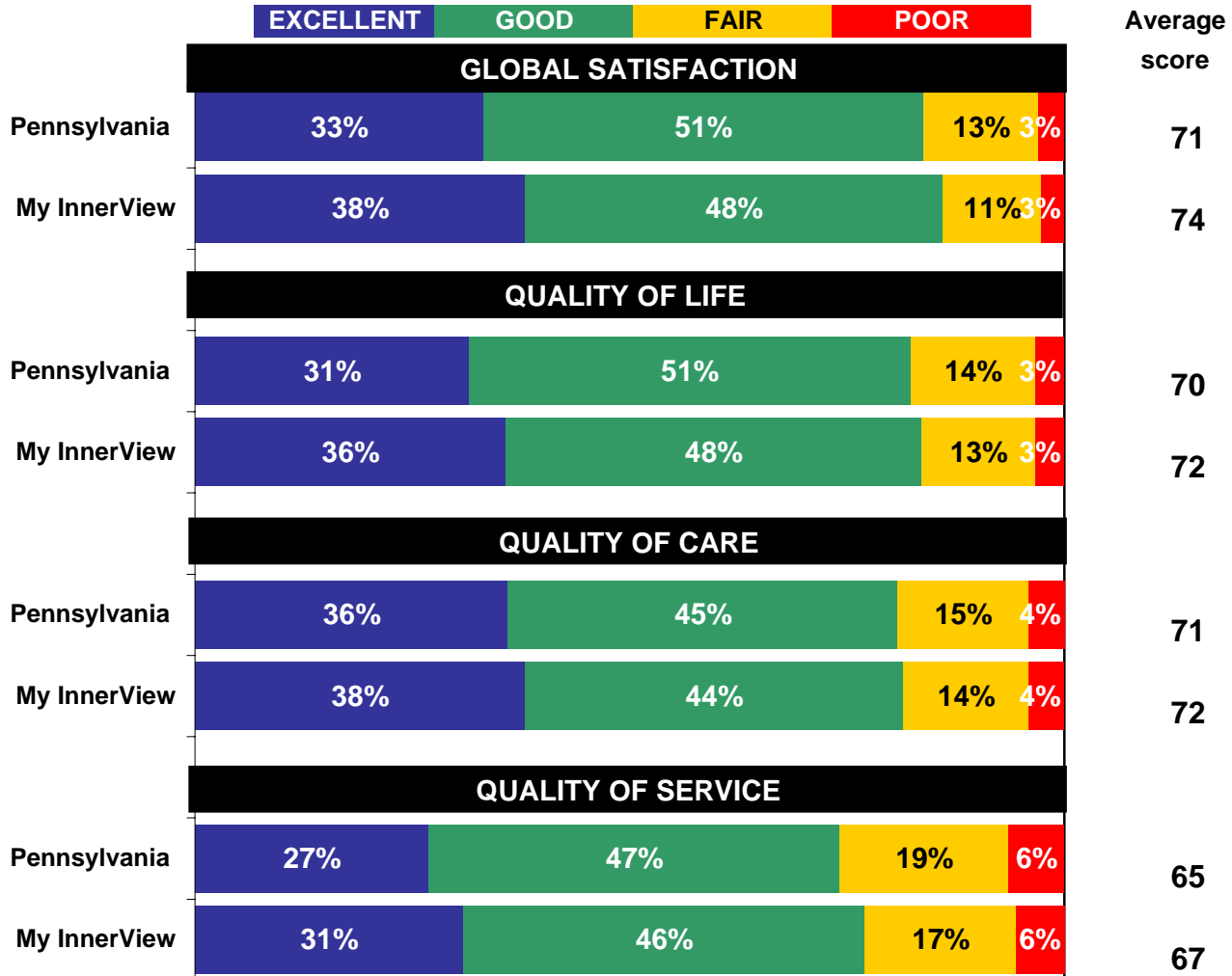
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FAMILY SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2009



(The total percentage listed may be higher or lower than individual rating totals due to rounding.)



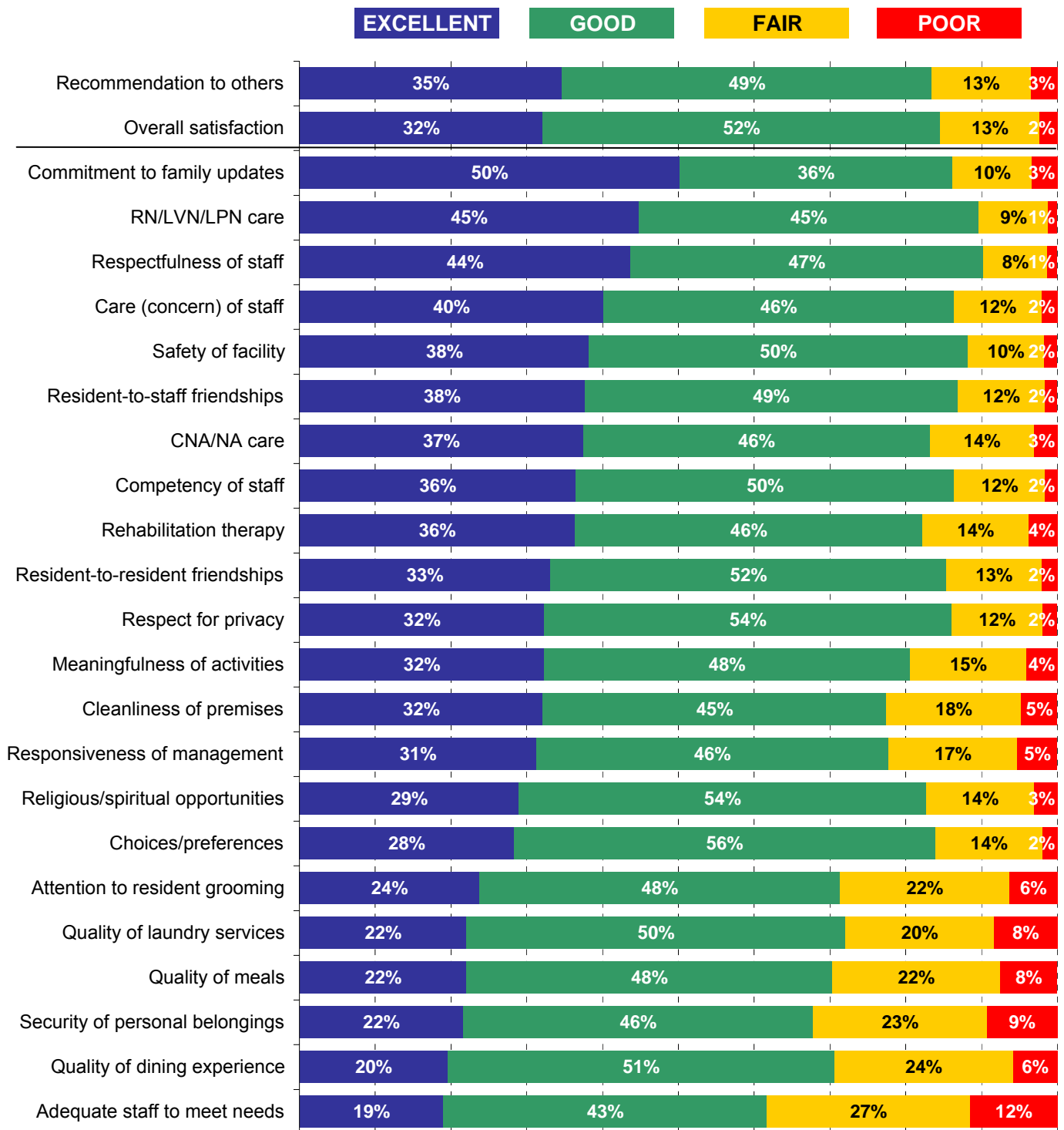
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FAMILY SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2009

2



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FAMILY SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

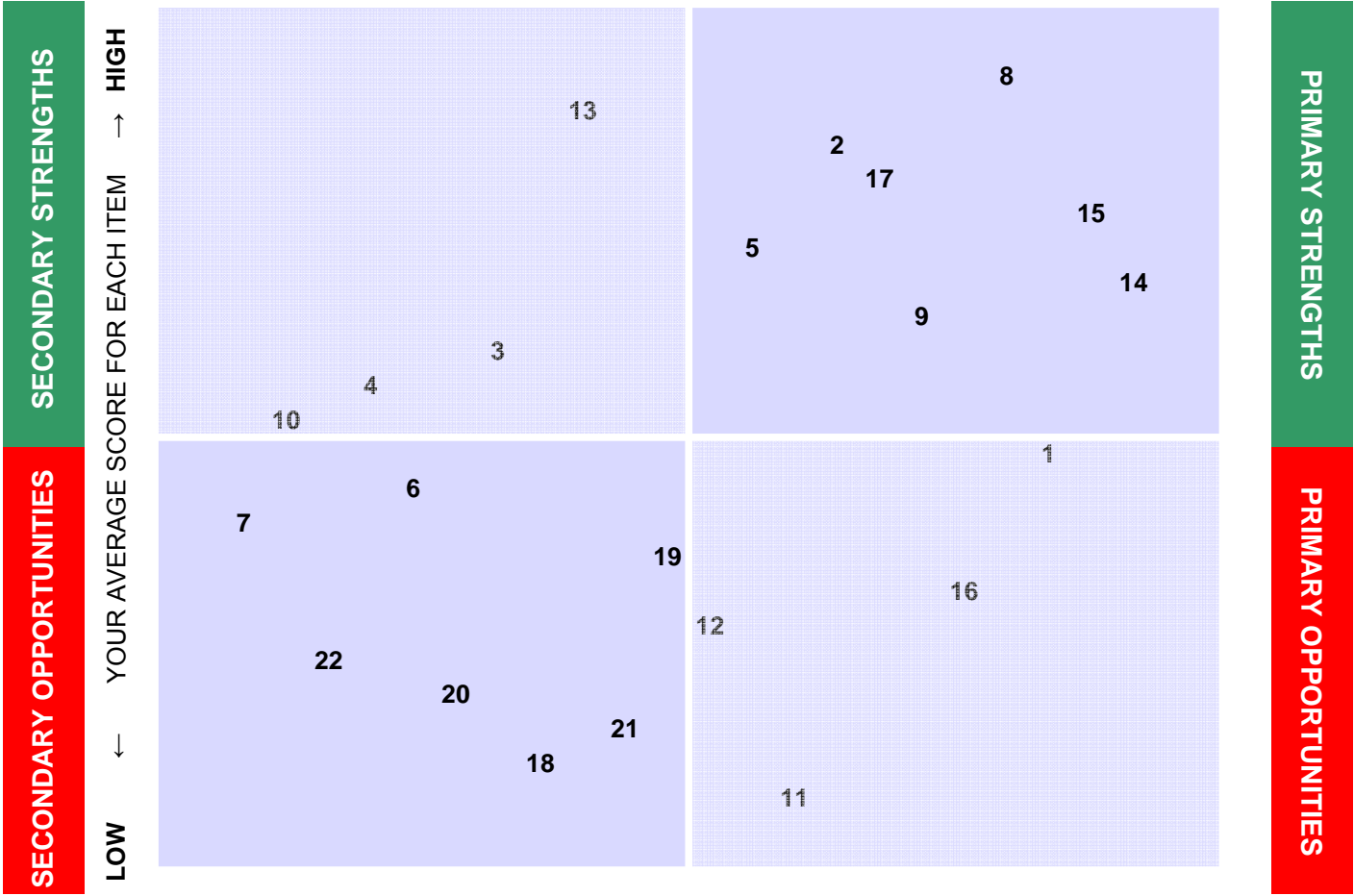
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A

Quadrant A shows items of *lower* importance to "Recommendation" with a *higher* average score

Quadrant B shows items of *higher* importance to "Recommendation" with a *higher* average score

B



C

LOW ← IMPORTANCE TO RECOMMEND THIS FACILITY TO OTHERS → **HIGH**

Quadrant C shows items of *lower* importance to "Recommendation" with a *lower* average score

Quadrant D shows items of *higher* importance to "Recommendation" with a *lower* average score

D

The quadrant analysis plots the percentile rank of the average score on the satisfaction items against the percentile rank of the average "importance" score of each item and the question **What is your recommendation of this facility to others?** Items in the lower right quadrant are those that are most important to "Recommendation" but received the lowest scores.

See actual satisfaction items and report labels at end of section

PENNSYLVANIA



SECONDARY STRENGTHS

Items with average scores above the midline but not as important to "Recommendation"

- 3 Respect for privacy
- 4 Resident-to-resident friendships
- 10 Rehabilitation therapy
- 13 Commitment to family updates



PRIMARY STRENGTHS

Items with average scores above the midline and more important to "Recommendation"

- 14 Competency of staff
- 15 Care (concern) of staff
- 9 CNA/NA care
- 17 Safety of facility
- 8 RN/LVN/LPN care
- 5 Resident-to-staff friendships
- 2 Respectfulness of staff



SECONDARY OPPORTUNITIES

Items with average scores below the midline but not as important to "Recommendation"

- 21 Quality of dining experience
- 18 Security of personal belongings
- 19 Cleanliness of premises
- 20 Quality of meals
- 22 Quality of laundry services
- 6 Meaningfulness of activities
- 7 Religious/spiritual opportunities



PRIMARY OPPORTUNITIES

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PRIORITY ACTION AGENDA™

The top FIVE items in Quadrant D (*Primary Opportunities*) comprise your Priority Action Agenda and provide a focus for improving willingness to recommend your facility to others.

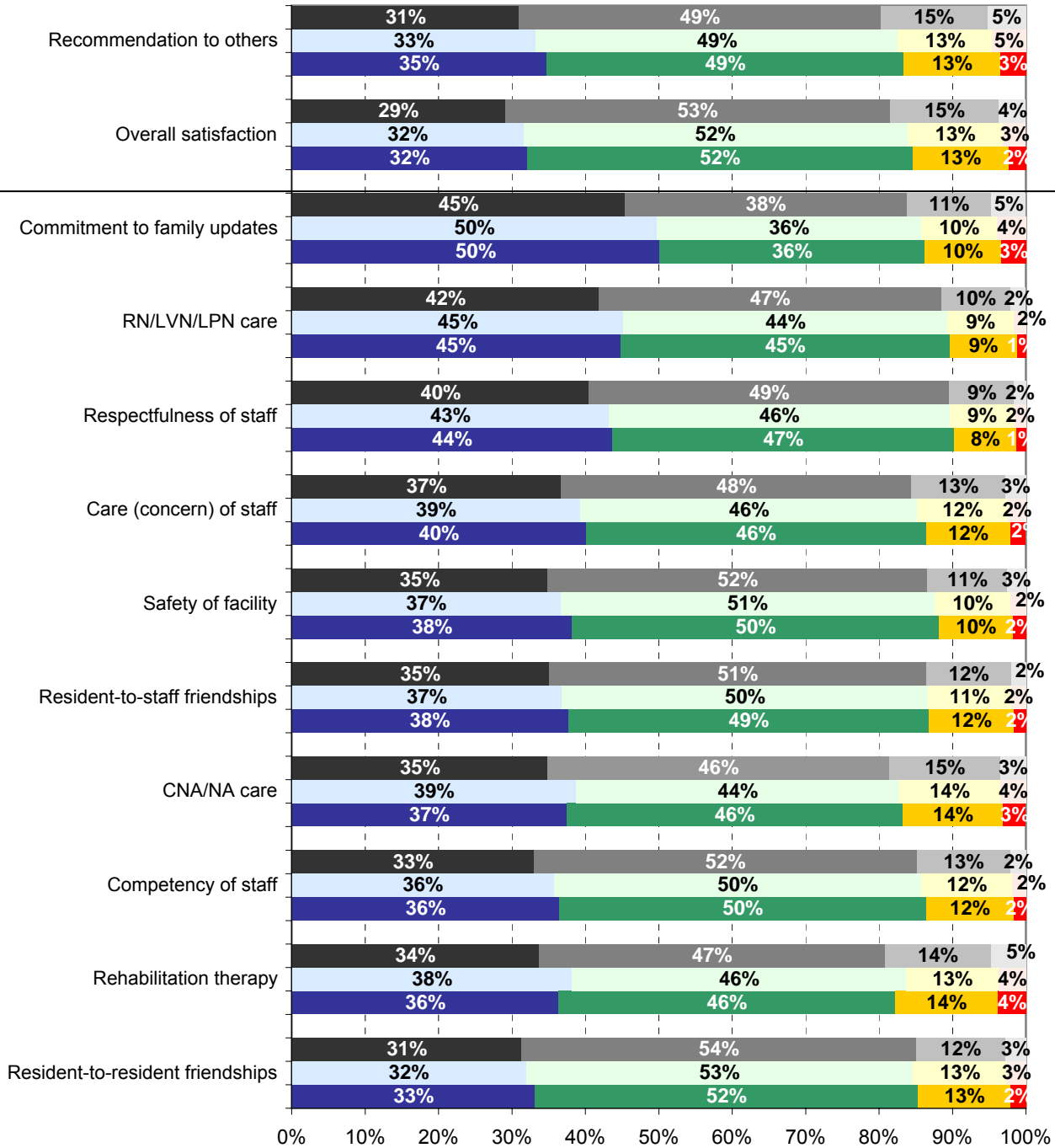
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 11 Adequate staff to meet needs**
- 16 Responsiveness of management**
- 1 Choices/preferences**
- 12 Attention to resident grooming**

FAMILY SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2007, 2008 AND 2009

Year	EXCELLENT	GOOD	FAIR	POOR
2007	EXCELLENT	GOOD	FAIR	POOR
2008	EXCELLENT	GOOD	FAIR	POOR
2009	EXCELLENT	GOOD	FAIR	POOR



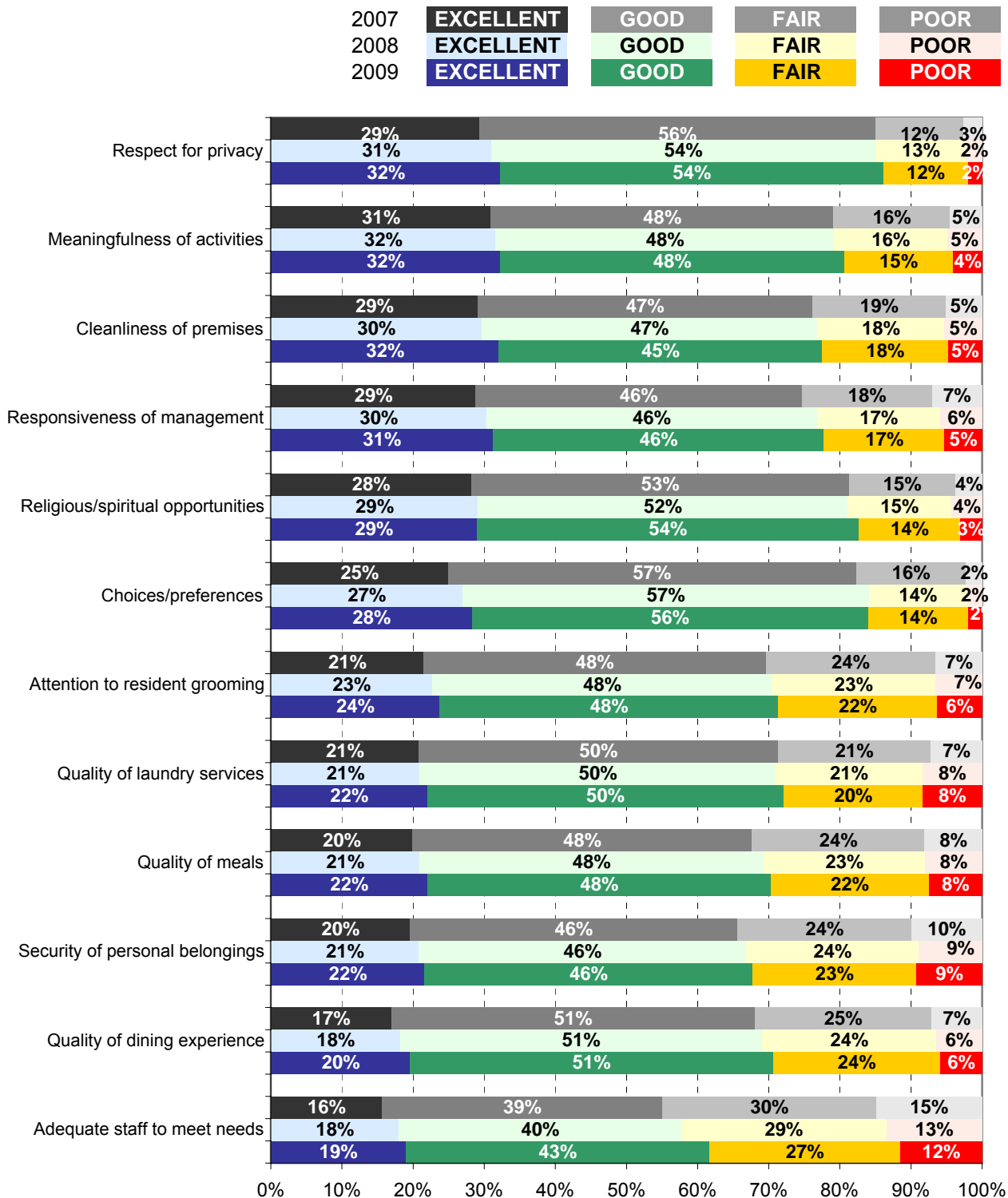
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PENNSYLVANIA

FAMILY SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2007, 2008 AND 2009

CONTINUED



Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

PENNSYLVANIA

FAMILY SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2009

5

		2008	2007	2009 MIV
Recommendation to others		72	70	74
Overall satisfaction		71	69	74
QUALITY OF LIFE	Respectfulness of staff	78	77	79
	Safety of facility	75	74	76
	Resident-to-staff friendships	74	74	76
	Respect for privacy	72	71	74
	Resident-to-resident friendships	72	71	75
	Choices/preferences	70	70	72
	Meaningfulness of activities	70	69	71
	Religious/spiritual opportunities	70	69	73
	Quality of dining experience	61	60	63
	Security of personal belongings	60	60	60
QUALITY OF CARE	RN/LVN/LPN care	78	78	78
	Commitment to family updates	78	77	77
	Care (concern) of staff	75	74	76
	Competency of staff	74	73	75
	CNA/NA care	73	73	73
	Rehabilitation therapy	72	73	72
	Attention to resident grooming	63	62	63
	Adequate staff to meet needs	56	54	60
QUALITY OF SERVICE	Cleanliness of premises	68	67	72
	Responsiveness of management	68	67	70
	Quality of laundry services	62	61	63
	Quality of meals	62	61	65

PENNSYLVANIA

FAMILY SATISFACTION

AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2009

6

		Pennsylvania	Rural	Suburban	Urban
QUALITY OF LIFE	Recommendation to others	72	75	72	68
	Overall satisfaction	71	74	72	68
	Respectfulness of staff	78	79	78	75
	Safety of facility	75	77	75	72
	Resident-to-staff friendships	74	76	74	72
	Respect for privacy	72	74	73	70
	Resident-to-resident friendships	72	74	73	70
	Choices/preferences	70	73	70	68
	Meaningfulness of activities	70	72	70	67
	Religious/spiritual opportunities	70	72	70	67
	Quality of dining experience	61	64	62	58
	Security of personal belongings	60	63	61	56
	QUALITY OF CARE	RN/LVN/LPN care	78	79	78
Commitment to family updates		78	79	78	75
Care (concern) of staff		75	77	75	72
Competency of staff		74	76	74	71
CNA/NA care		73	74	73	70
Rehabilitation therapy		72	74	72	68
Attention to resident grooming		63	66	63	60
Adequate staff to meet needs		56	60	56	54
QUALITY OF SERVICE	Responsiveness of management	68	70	68	66
	Cleanliness of premises	68	73	67	66
	Quality of meals	62	66	62	58
	Quality of laundry services	62	65	63	56

All scores represent average scores across survey respondents. Each item was measured on a four-point scale:

Poor = 0 Fair = 33.3 Good = 66.7 Excellent = 100

Items are listed by domain as they appear in the survey. The shading in the Rural, Suburban and Urban columns reflects a comparison to the state average: Green = higher than the state average; yellow = same as the state average; red = lower than the state average.

PENNSYLVANIA

FAMILY SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2009

7

RESIDENT

Gender of resident		Age of resident	
Female	73%	19 or under	0%
Male	27%	20 to 29	0%
		30 to 39	0%
		40 to 49	1%
		50 to 59	3%
		60 to 69	6%
		70 to 79	17%
		80 to 89	44%
		90 or older	28%

FACILITY CHOICE

Homes visited		Reason for choosing		Length of stay	
None	41%	Convenient location	38%	Less than 1 month	1%
Only this one	12%	Good reputation	16%	1 to 3 months	10%
Two	24%	Doctor or hospital	23%	3 to 6 months	8%
Three	14%	Relative or friend	7%	6 months to 1 year	15%
Four	5%	Insurance requirement	3%	1 to 3 years	33%
Five or more	3%	Other reason	12%	3 or more years	33%

46%

67%

SURVEY RESPONDENT

Relationship to resident	
Spouse	13%
Child	57%
Brother or sister	11%
Grandchild	1%
Friend	3%
Other relationship	15%

VISITOR

Person visiting most		How often visited	
Spouse	14%	Less than once a year	0%
Child	56%	Once a year	1%
Brother or sister	13%	Once every 3 months	4%
Grandchild	2%	Once a month or more	14%
Friend	5%	Once a week or more	50%
Another person	11%	Almost daily	31%

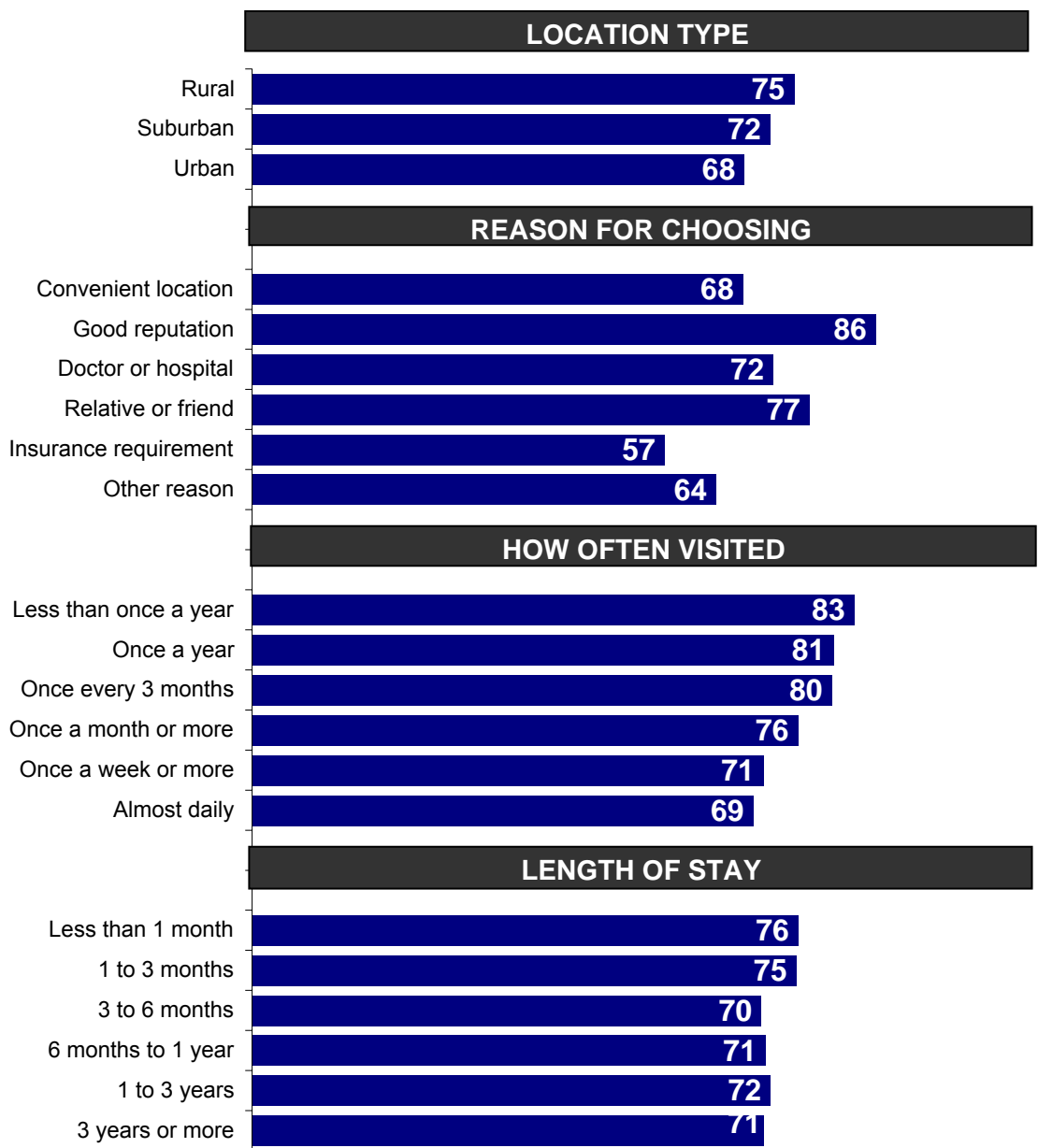
81%

(May not total 100% due to rounding.)

PENNSYLVANIA

FAMILY SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2009



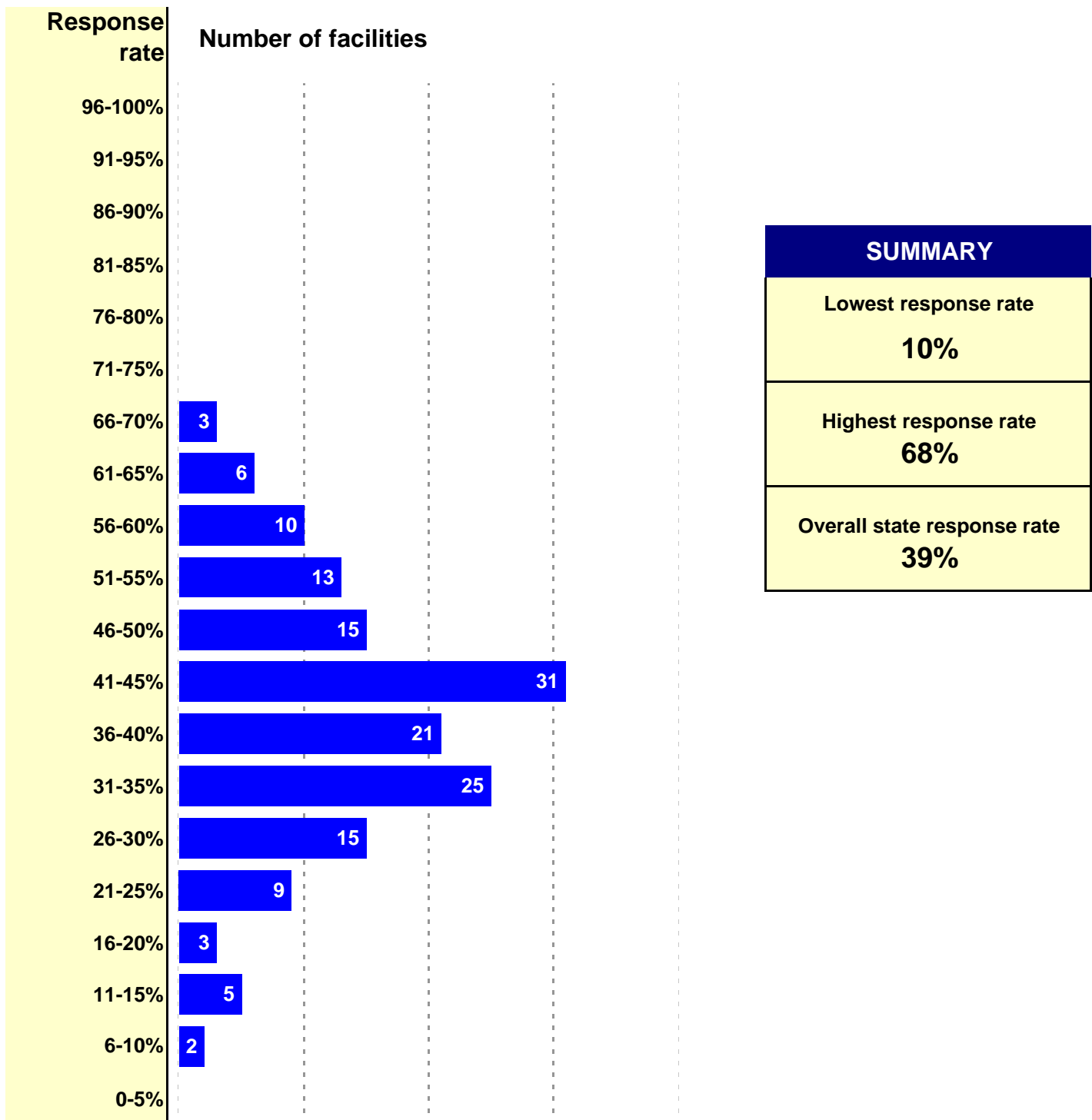
PENNSYLVANIA

FAMILY SATISFACTION

DISTRIBUTION OF RESPONSE RATES FOR 2009

9

Results are for 158 participating facilities.



PENNSYLVANIA

FAMILY SATISFACTION

SKILLED NURSING FAMILY SATISFACTION SURVEY REFERENCE

ITEM NUMBER/LABEL	ORIGINAL SURVEY STATEMENT
GLOBAL SATISFACTION DOMAIN	
23 Overall satisfaction	How would you rate your overall satisfaction with this facility?
24 Recommendation to others	What is your recommendation of this facility to others?
QUALITY OF LIFE DOMAIN	
	Rate this facility on ...
1 Choices/preferences	Meeting the resident's/patient's choices and preferences
2 Respectfulness of staff	The respect shown to the resident/patient by staff
3 Respect for privacy	Meeting the resident's/patient's need for privacy
4 Resident-to-resident friendships	Offering the resident/patient opportunities for friendships
5 Resident-to-staff friendships	Offering the resident/patient opportunities for friendships with staff
6 Meaningfulness of activities	Offering the resident/patient meaningful activities
7 Religious/spiritual opportunities	Meeting the resident's/patient's religious and spiritual needs
17 Safety of facility	How safe it is for the resident/patient
18 Security of personal belongings	The security of the resident's/patient's personal belongings
21 Quality of dining experience	How enjoyable the dining experience is for the resident/patient
QUALITY OF CARE DOMAIN	
	Rate this facility on ...
8 RN/LVN/LPN care	The quality of care provided by the nurses (RNs/LVNs/LPNs)
9 CNA/NA care	The quality of care provided by the nursing assistants (CNAs/NAs)
10 Rehabilitation therapy	The quality of rehabilitation therapy (occupational, physical, speech)
11 Adequate staff to meet needs	Providing an adequate number of nursing staff to meet care needs
12 Attention to resident grooming	Meeting the resident's/patient's need for grooming
13 Commitment to family updates	Keeping you and your family informed about the resident/patient
14 Competency of staff	The competency of staff
15 Care (concern) of staff	The staff's care and concern for the resident/patient
QUALITY OF SERVICE DOMAIN	
	Rate this facility on ...
16 Responsiveness of management	Management's responsiveness to your suggestions and concerns
19 Cleanliness of premises	The cleanliness of the room and surroundings
20 Quality of meals	The quality of the meals
22 Quality of laundry services	The quality of laundry services
DEMOGRAPHICS AND BACKGROUND INFORMATION	
25 Length of stay	How long has the resident/patient lived at this facility?
26 Person visiting most	Who visits the resident/patient most often?
27 How often visited	How often does this person visit the resident/patient?
28 Homes visited	How many nursing homes did you (or your family) visit before choosing this facility?
29 Reason for choosing	What is the most important reason you (or your family) chose this facility?
30 Gender of resident	What is the resident's/patient's gender?
31 Age of resident	What is the resident's/patient's age?
32 Relationship to resident	What is your relationship to the resident/patient?

EMPLOYEE SATISFACTION

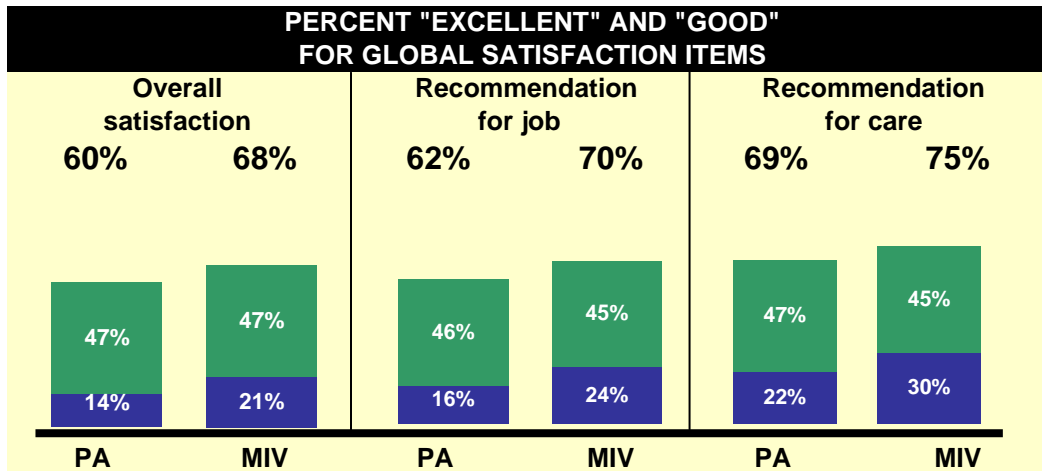
	2009	2008	2007
RESPONSE RATE	70%	55%	46%
FACILITIES SURVEYED	117	130	83
SURVEYS RECEIVED	8,061	8,270	4,018



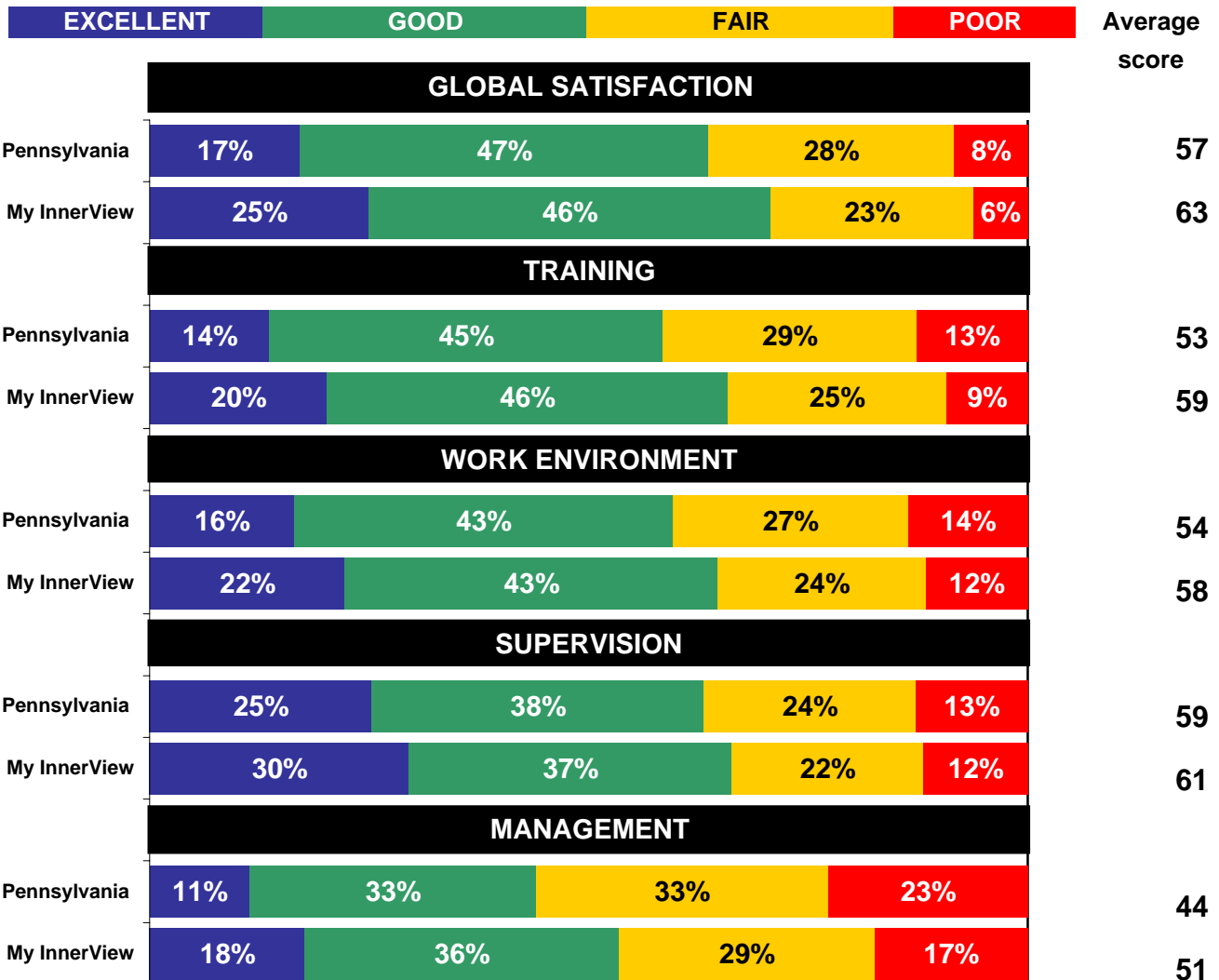
PENNSYLVANIA

EMPLOYEE SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2009



(The total percentage listed may be higher or lower than individual rating totals due to rounding.)



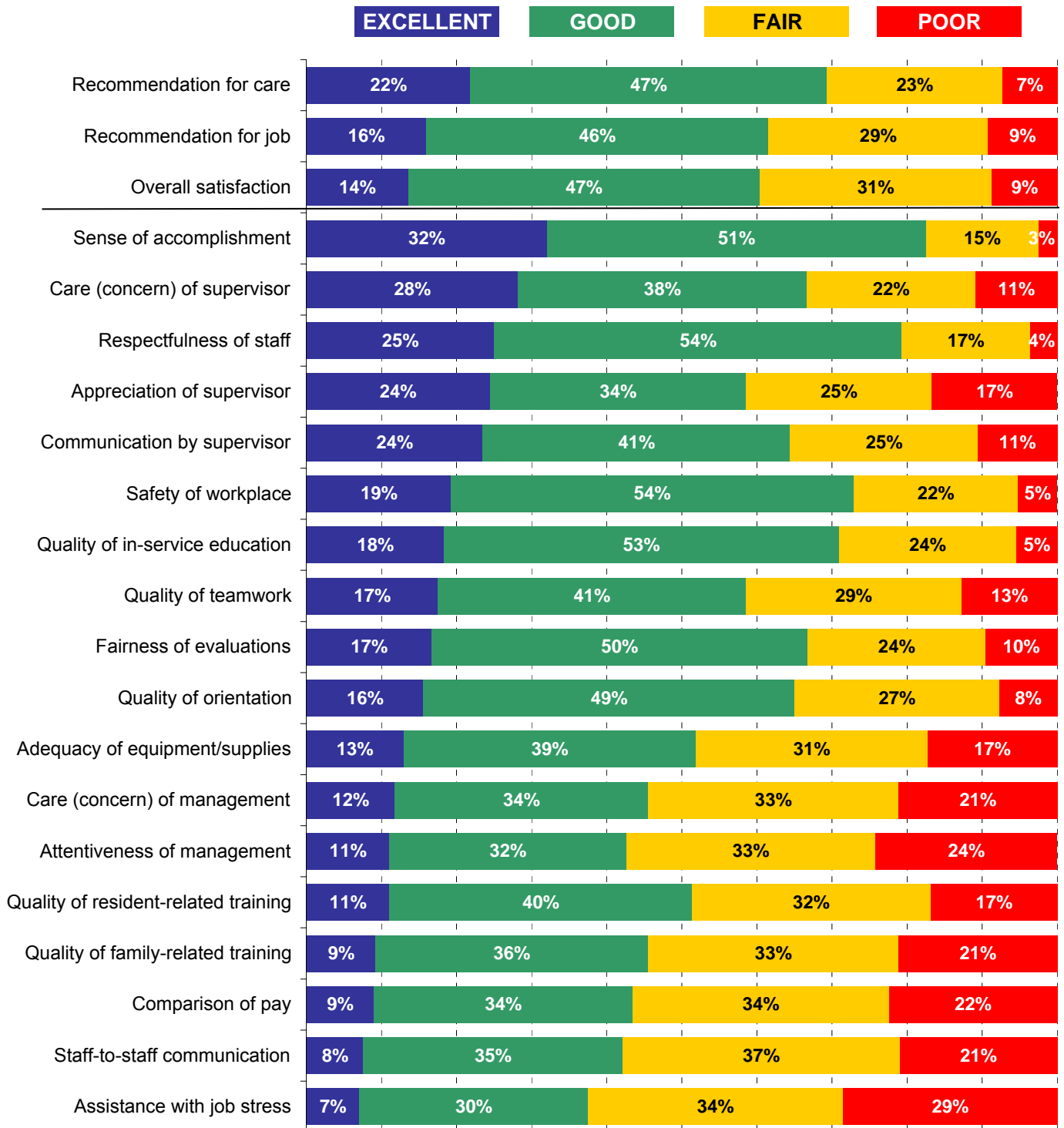
(May not total 100% due to rounding.)

PENNSYLVANIA

EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2009

2



Items are ranked from highest to lowest on the percent of responses rated "Excellent." The percentages reflect averages across facilities. (May not total 100% due to rounding.) See chart 4 for comparison to prior years.

PENNSYLVANIA

EMPLOYEE SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

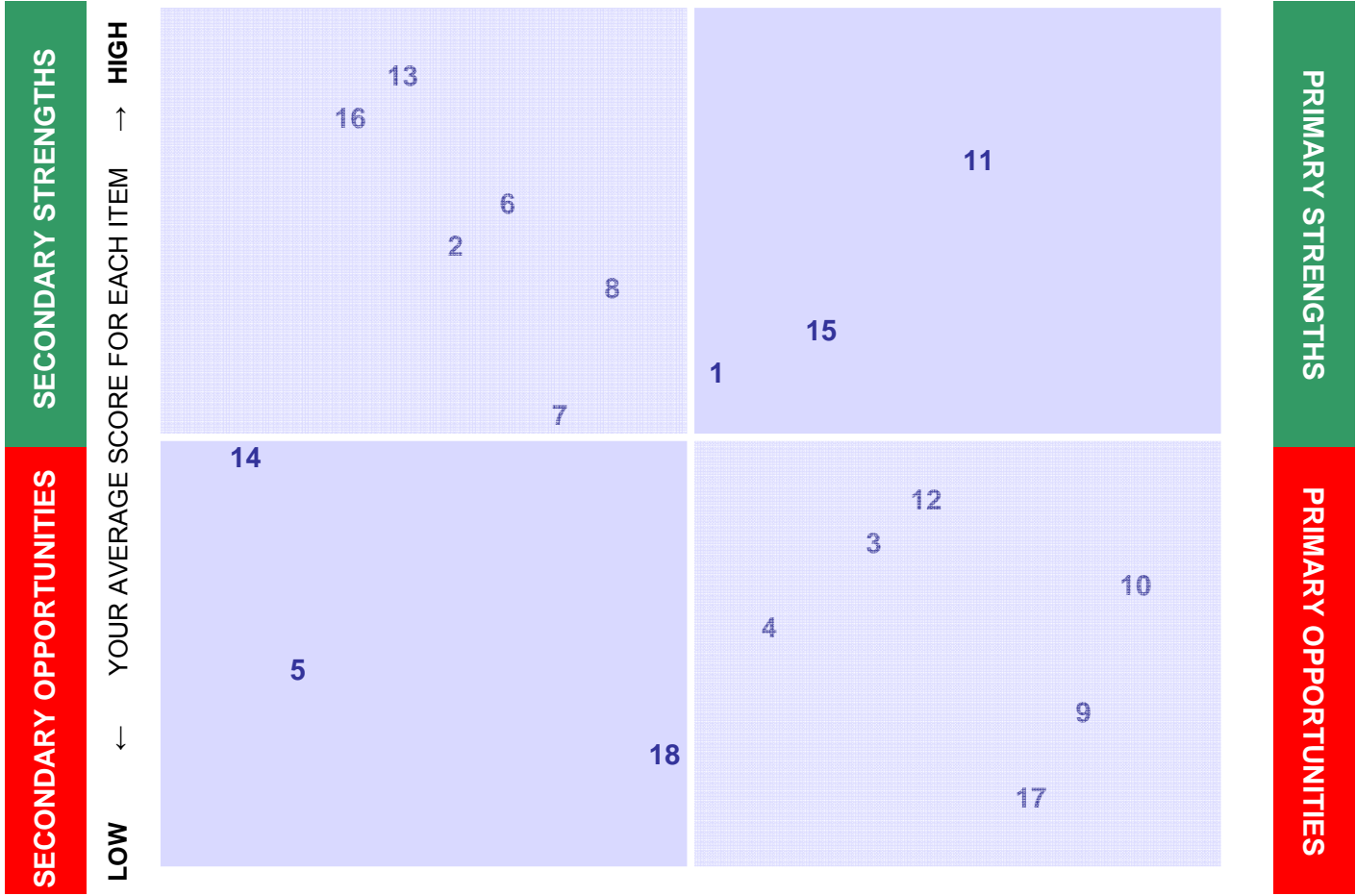
3

A

Quadrant A shows items of *lower* importance to "Recommendation" with a *higher* average score

Quadrant B shows items of *higher* importance to "Recommendation" with a *higher* average score

B



C

LOW ← IMPORTANCE TO RECOMMEND FOR JOB → HIGH

D

Quadrant C shows items of *lower* importance to "Recommendation" with a *lower* average score

Quadrant D shows items of *higher* importance to "Recommendation" with a *lower* average score

The quadrant analysis plots the percentile rank of the average score on the satisfaction items against the percentile rank of the average "importance" score of each item and the question **What is your recommendation of this facility as a place to work?** Items in the lower right quadrant are those that are most important to "Recommendation" but received the lowest scores.

See actual satisfaction items and report labels at end of section

PENNSYLVANIA



SECONDARY STRENGTHS

Items with average scores above the midline but not as important to "Recommendation"

- 7 Appreciation of supervisor
- 8 Communication by supervisor
- 2 Quality of in-service education
- 6 Care (concern) of supervisor
- 13 Sense of accomplishment
- 16 Respectfulness of staff



PRIMARY STRENGTHS

Items with average scores above the midline and more important to "Recommendation"

- 15 Fairness of evaluations
- 1 Quality of orientation
- 11 Safety of workplace



SECONDARY OPPORTUNITIES

Items with average scores below the midline but not as important to "Recommendation"

- 18 Staff-to-staff communication
- 5 Comparison of pay
- 14 Quality of teamwork



PRIMARY OPPORTUNITIES

Items with average scores below the midline and more important to "Recommendation"

These are areas that represent a good opportunity for improvement.

PRIORITY ACTION AGENDA™

The top FIVE items in Quadrant D (*Primary Opportunities*) comprise your Priority Action Agenda and provide a focus for improving willingness to recommend this facility as a place to work.

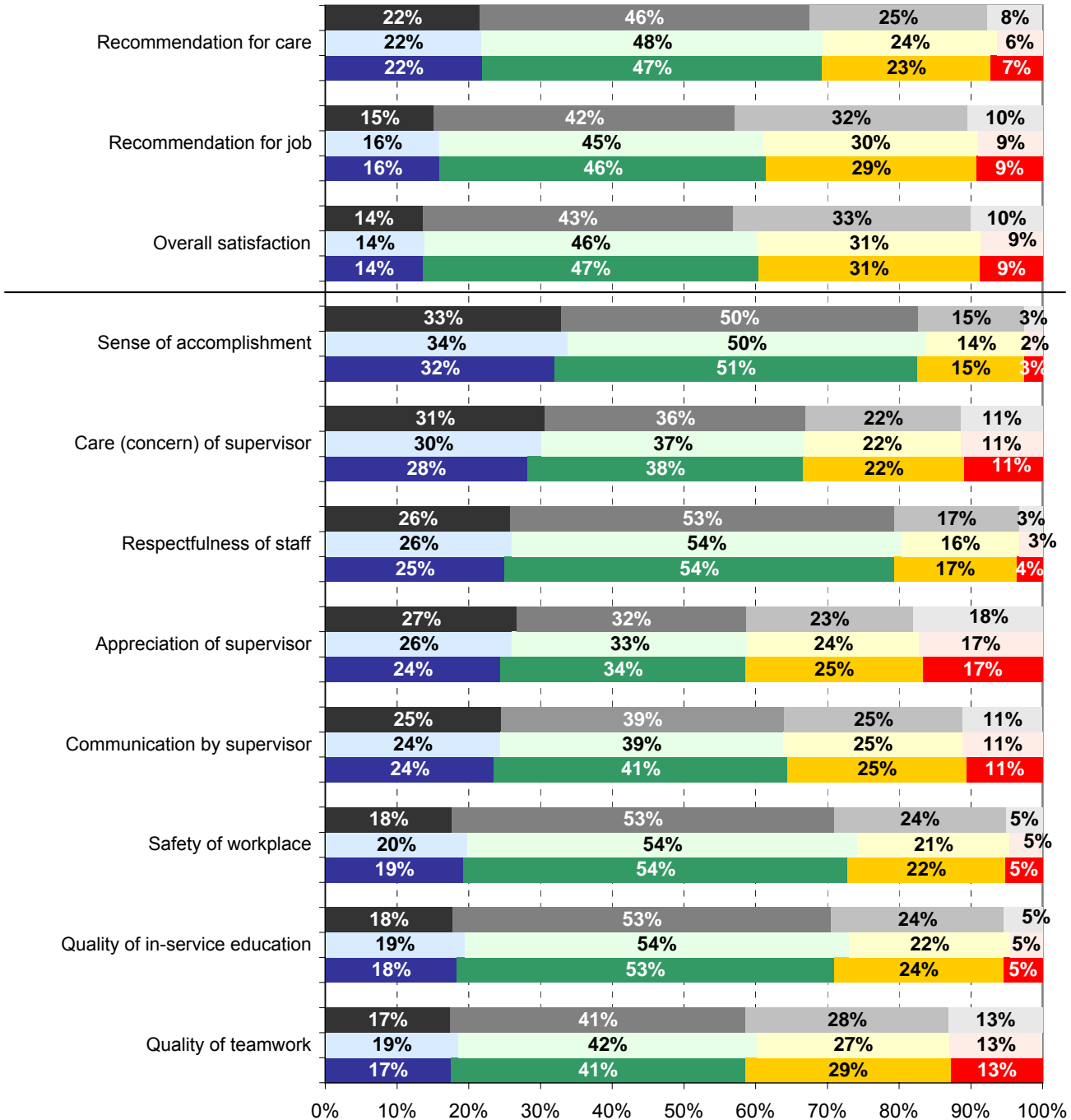
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 17 Assistance with job stress**
- 9 Attentiveness of management**
- 10 Care (concern) of management**
- 3 Quality of resident-related training**
- 4 Quality of family-related training**
- 12 Adequacy of equipment/supplies**

EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2007, 2008 AND 2009

Year	EXCELLENT	GOOD	FAIR	POOR
2007	EXCELLENT	GOOD	FAIR	POOR
2008	EXCELLENT	GOOD	FAIR	POOR
2009	EXCELLENT	GOOD	FAIR	POOR



Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

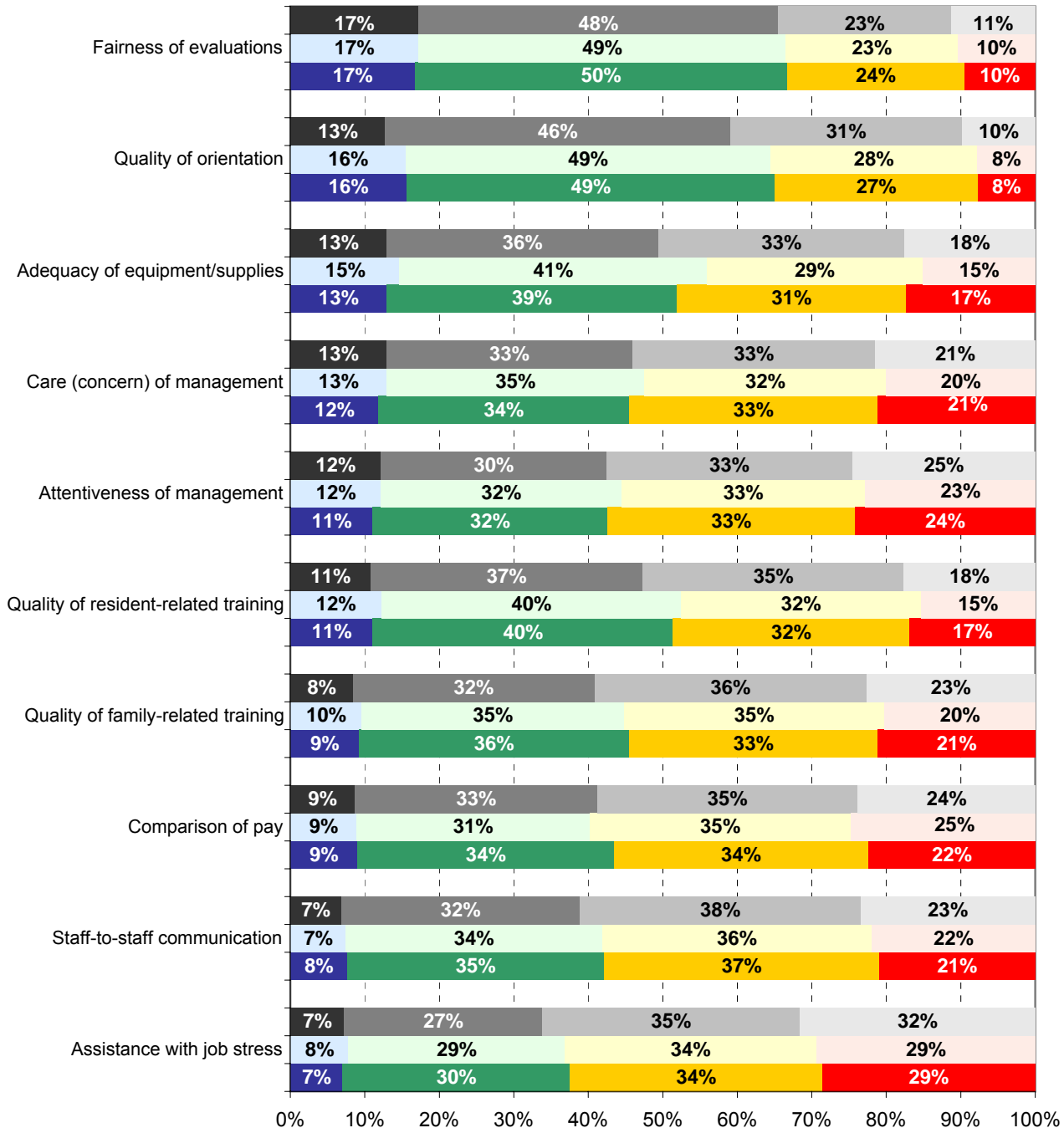
PENNSYLVANIA

EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2007, 2008 AND 2009

CONTINUED

Year	EXCELLENT	GOOD	FAIR	POOR
2007	EXCELLENT	GOOD	FAIR	POOR
2008	EXCELLENT	GOOD	FAIR	POOR
2009	EXCELLENT	GOOD	FAIR	POOR



Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

PENNSYLVANIA

EMPLOYEE SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2009

5

		2008	2007	2009 MIV
Recommendation for care		62	60	67
Recommendation for job		56	54	62
Overall satisfaction		55	53	61
TRAINING	Quality of in-service education	63	61	66
	Quality of orientation	57	54	62
	Quality of resident-related training	50	47	56
	Quality of family-related training	45	42	51
WORK ENVIRONMENT	Sense of accomplishment	72	71	75
	Respectfulness of staff	68	67	70
	Safety of workplace	63	61	67
	Fairness of evaluations	58	57	60
	Quality of teamwork	55	54	57
	Adequacy of equipment/supplies	52	48	57
	Comparison of pay	41	42	45
	Staff-to-staff communication	42	41	48
	Assistance with job stress	38	36	45
SUPERVISION	Care (concern) of supervisor	62	62	64
	Communication by supervisor	59	59	62
	Appreciation of supervisor	56	56	58
MANAGEMENT	Care (concern) of management	47	46	52
	Attentiveness of management	45	43	50

PENNSYLVANIA

EMPLOYEE SATISFACTION

AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2009

6

		Pennsylvania	Rural	Suburban	Urban	
TRAINING	Recommendation for care	61	67	62	56	
	Recommendation for job	56	60	55	53	
	Overall satisfaction	55	60	54	51	
	Quality of in-service education	61	65	61	57	
	Quality of orientation	58	60	58	55	
	Quality of resident-related training	49	52	48	46	
	Quality of family-related training	45	47	45	42	
	WORK ENVIRONMENT	Sense of accomplishment	71	73	70	69
		Respectfulness of staff	67	69	66	65
		Safety of workplace	62	67	62	59
Fairness of evaluations		58	61	58	55	
Quality of teamwork		54	56	55	53	
Adequacy of equipment/supplies		49	55	49	44	
Comparison of pay		43	44	41	45	
Staff-to-staff communication		43	45	42	43	
Assistance with job stress		39	43	38	36	
SUPER-VISION	Care (concern) of supervisor	61	64	60	60	
	Communication by supervisor	59	62	59	57	
	Appreciation of supervisor	55	58	55	54	
MANAGEMENT	Care (concern) of management	45	50	44	42	
	Attentiveness of management	43	47	42	41	

All scores represent average scores across survey respondents. Each item was measured on a four-point scale:

Poor = 0 Fair = 33.3 Good = 66.7 Excellent = 100

Items are listed by domain as they appear in the survey. The shading in the Rural, Suburban and Urban columns reflects a comparison to the state average: Green = higher than the state average; yellow = same as the state average; red = lower than the state average.

PENNSYLVANIA

EMPLOYEE SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2009

7

EMPLOYEE

Age of employee		Gender of employee		English as first language	
19 and under	3%	Female	87%	Yes	96%
20 to 29	21%	Male	13%	No	4%
30 to 39	24%				
40 to 49	25%				
50 to 59	20%				
60 or older	7%				

POSITION

Job category		Shift typically worked		Hours worked in typical week	
CNA	39%	Days	59%	Less than 10 hours	2%
Nurse	22%	Evenings	23%	10 to 20 hours	7%
Nursing Administration	3%	Nights	9%	20 to 30 hours	10%
Food Service	12%	Rotating	9%	30 to 40 hours	58%
Social Services	1%			More than 40 hours	23%
Hskg./Lndry./Maint.	8%				
Activities	3%				
Therapy/Rehabilitation	2%				
Business Office	2%				
Administration	3%				
Other Position	4%				

81%

WORK HISTORY

Length of employment		Homes worked in 3 years	
Less than 1 month	2%	Just this one	70%
1 to 3 months	5%	2 to 3	27%
3 months to 1 year	15%	4 or more	3%
1 to 2 years	16%		
2 to 5 years	23%		
5 to 10 years	19%		
More than 10 years	20%		

63%

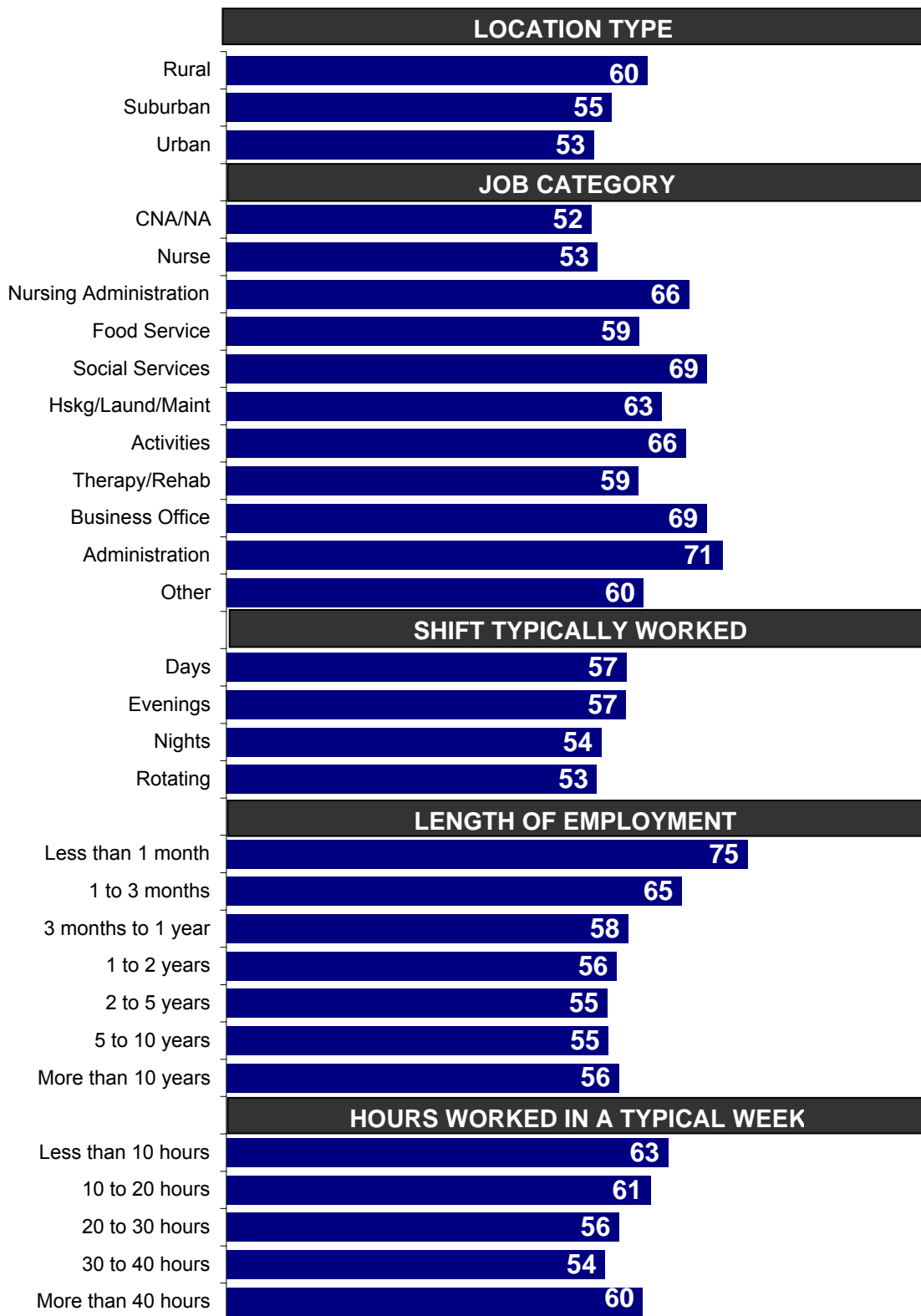
(May not total 100% due to rounding.)

PENNSYLVANIA

EMPLOYEE SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION FOR JOB" BY DEMOGRAPHICS FOR 2009

8



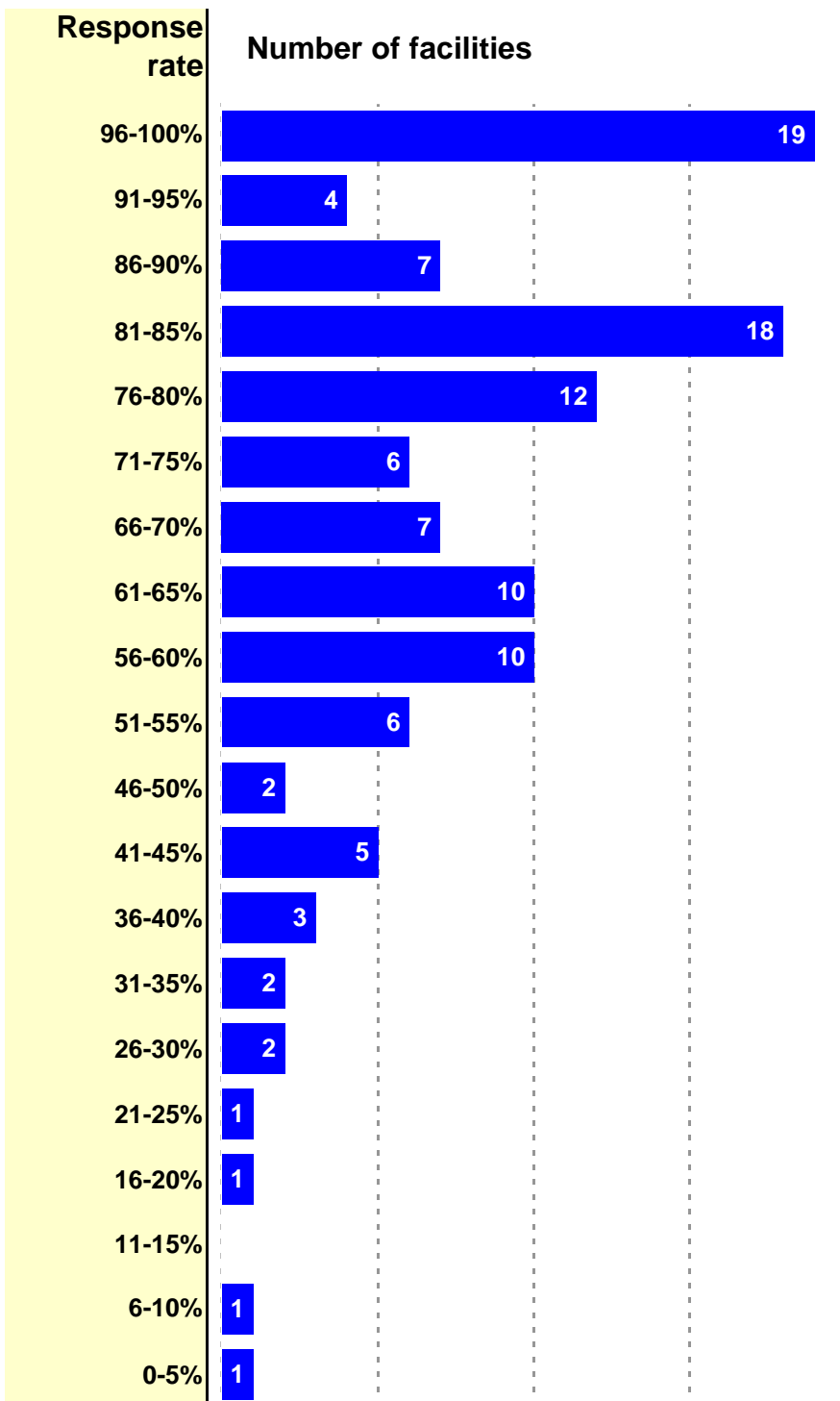
PENNSYLVANIA

EMPLOYEE SATISFACTION

DISTRIBUTION OF RESPONSE RATES FOR 2009

9

Results are for 117 participating facilities.



SUMMARY
Lowest response rate 0%
Highest response rate 100%
Overall state response rate 70%

PENNSYLVANIA

EMPLOYEE SATISFACTION

SKILLED NURSING EMPLOYEE SATISFACTION SURVEY REFERENCE

ITEM NUMBER/LABEL	ORIGINAL SURVEY STATEMENT
GLOBAL SATISFACTION DOMAIN	
19 Overall satisfaction	How would you rate your overall satisfaction with this facility?
20 Recommendation for job	What is your recommendation of this facility as a place to work?
21 Recommendation for care	What is your recommendation of this facility as a place to receive care?
WORK ENVIRONMENT DOMAIN Rate this facility on ...	
5 Comparison of pay	The pay as compared to other facilities
11 Safety of workplace	The safety of the workplace
12 Adequacy of equipment/supplies	The adequacy of equipment and supplies to do your job
13 Sense of accomplishment	How your work allows you to make a difference in people's lives
14 Quality of teamwork	How your co-workers work together as a team
15 Fairness of evaluations	The fairness of your performance evaluations
16 Respectfulness of staff	The respect shown to the resident by staff
17 Assistance with job stress	Helping you to deal with job stress and burnout
18 Staff-to-staff communication	Staff communication between shifts
TRAINING DOMAIN Rate this facility on ...	
1 Quality of orientation	The quality of new staff orientation
2 Quality of in-service education	The quality of in-service education
3 Quality of resident-related training	The quality of training you receive to deal with difficult residents
4 Quality of family-related training	The quality of training you receive to deal with difficult family members
SUPERVISION DOMAIN Rate this facility on ...	
6 Care (concern) of supervisor	How your direct supervisor cares about you as a person
7 Appreciation of supervisor	How your direct supervisor regularly shows you appreciation for a job well done
8 Communication by supervisor	How your direct supervisor regularly gives you important work-related information
MANAGEMENT DOMAIN Rate this facility on ...	
9 Attentiveness of management	How well facility management listens to employees
10 Care (concern) of management	How facility management cares about employees
DEMOGRAPHICS AND BACKGROUND INFORMATION	
22 Age of employee	What is your age?
23 Gender of employee	What is your gender?
24 Job category	What is your job category?
25 Shift typically worked	Which shift do you normally work?
26 Length of employment	How long have you worked at this facility?
27 Homes worked in 3 years	How many nursing homes have you worked at during the last three years?
28 English as first language	Do you speak English as your first language?
29 Hours worked in typical week	How many hours during a typical week do you normally work at this facility?