

PENNSYLVANIA

2008

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: March 26, 2009

FOREWORD

My InnerView (MIV), 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 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 joint 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 Report 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 2008, with comparisons to similar data reported for 2007 and 2006.

My InnerView produces other state-based reports and a national report each year on nursing home customer and employee satisfaction levels. The *2007 National Survey of Consumer and Workforce Satisfaction in Nursing Homes* and subsequent national reports can be viewed at www.myinnerview.com.

SATISFACTION SURVEY PARTICIPATION IN 2008: PENNSYLVANIA NURSING FACILITIES

SURVEY TYPE	FAC PARTICIPATING	% STATE'S NF	RESPONDENTS	PA RESPONSE RATE	MIV RESPONSE RATE*
Resident	132	19%	1,466	42%	48%
Family	180	25%	7,037	39%	37%
Employee	128	18%	8,236	56%	52%

* Most recent 12-month averages

FOREWORD

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) Overall Satisfaction, (2) Quality of Life, (3) Quality of Care and (4) Quality of Service.

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

KEY FINDINGS

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

The current yearly report reflects the largest set of satisfaction survey data assembled to date 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-six percent (86%) 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 quite similar to My InnerView’s national benchmarks for resident global satisfaction, and were not materially changed year over year, though the national global benchmarks were comprised of higher proportions of “excellent” responses. This was also true of family responses in this domain.
- Eighty-four percent (84%) 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 were improved from 2007 but slightly lower than national My InnerView benchmarks.
- **Employee** global satisfaction levels were also improved during 2008 but continued to fall well below benchmark percentages. Sixty percent (60%) of responding employees rated their overall satisfaction as either “excellent” or “good,” with 61% 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. This is despite respectable levels of customer satisfaction posted for the quality of care domain.

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 improved in 2008 over 2007, and were more aligned with the current My InnerView national average satisfaction ratings across all surveyed domains than previously. Larger samples of facilities, along with higher response rates typically correlate to higher ratings in surveys of nursing homes. This relationship appears to be at work in the data collected from Pennsylvania facilities during 2008. However, employee satisfaction levels, though improved, lag significantly below national benchmarks, with percentages of employees who rate items as “excellent” 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 were highest in rural and suburban communities. Low scores on employee surveys are disproportionately attributable to 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 6,000 facilities during 2008.

WHAT'S INSIDE

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SKILLED NURSING FAMILY SATISFACTION SURVEY REFERENCE

EMPLOYEE SATISFACTION

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SKILLED NURSING EMPLOYEE SATISFACTION SURVEY REFERENCE

PENNSYLVANIA

RESIDENT SATISFACTION

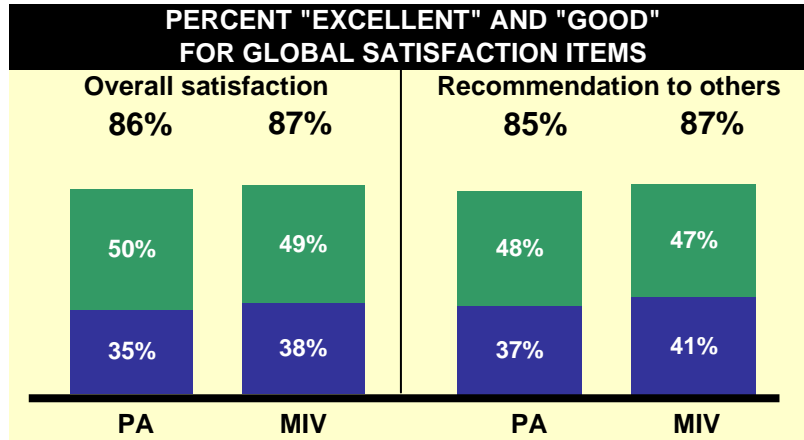
	2008	2007	2006
RESPONSE RATE	42%	37%	30%
FACILITIES SURVEYED	132	89	56
SURVEYS RECEIVED	1,466	1,035	448



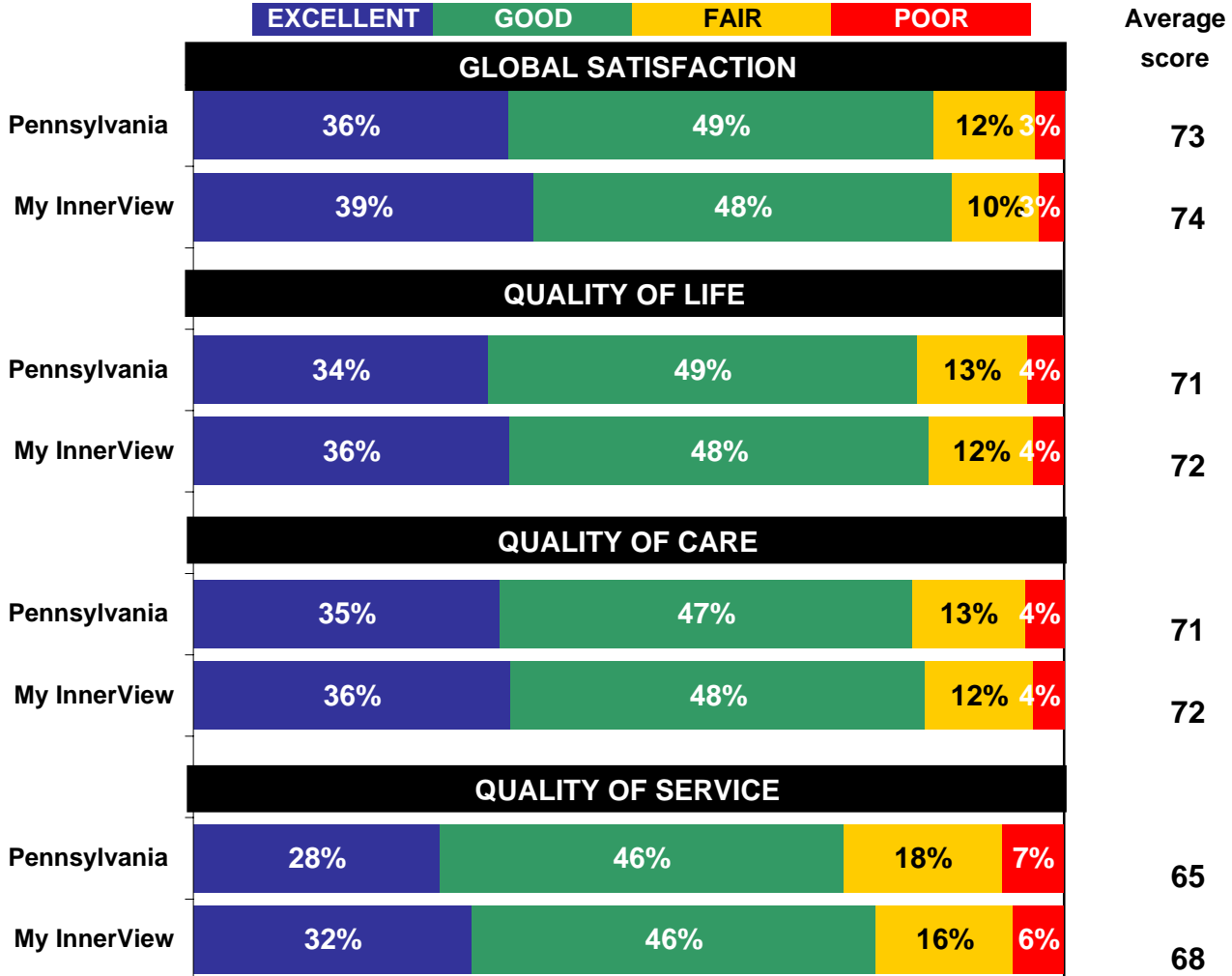
PENNSYLVANIA

RESIDENT SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2008



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

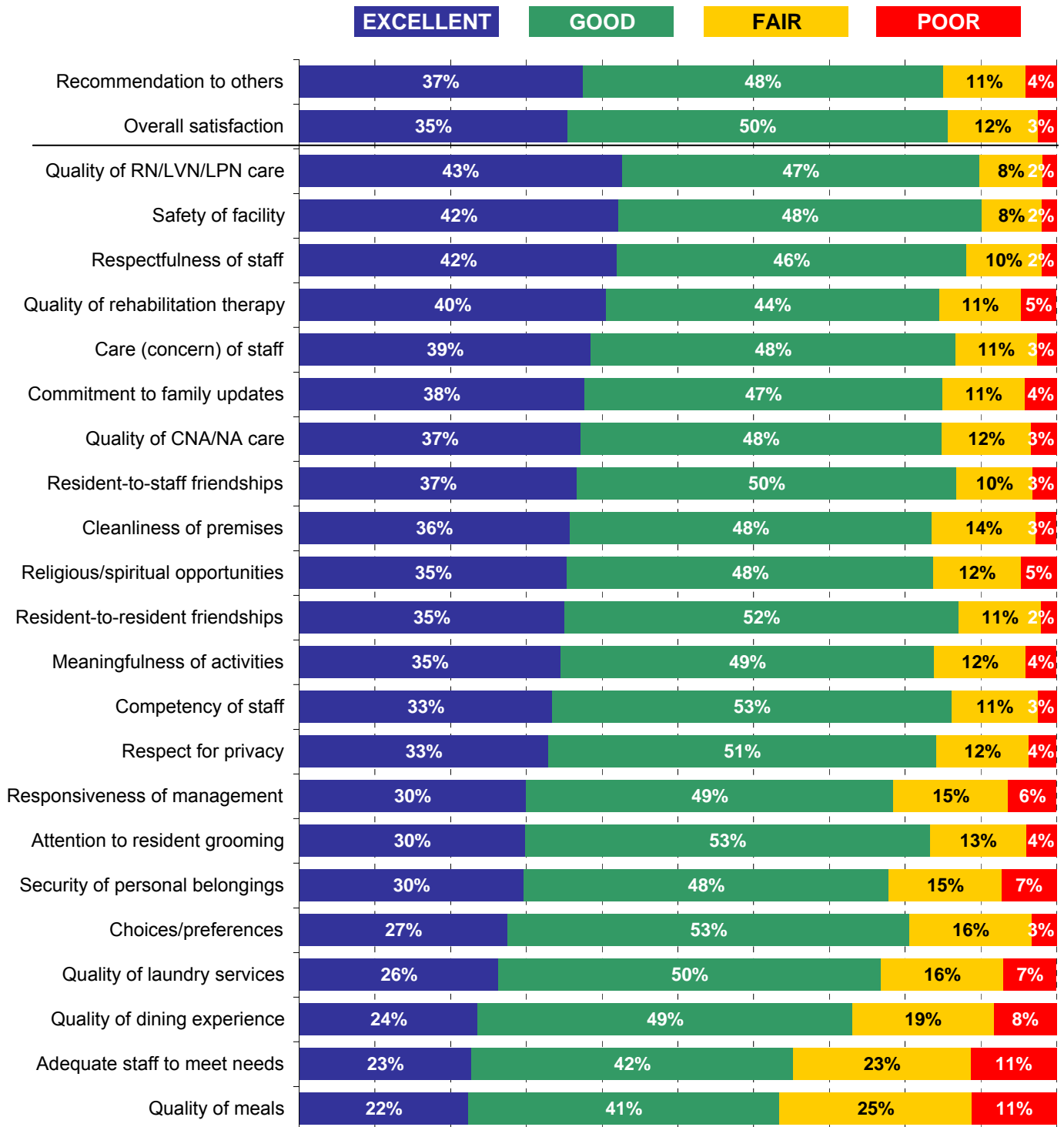


(May not total 100% due to rounding.)

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RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2008



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.

PENNSYLVANIA

RESIDENT SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

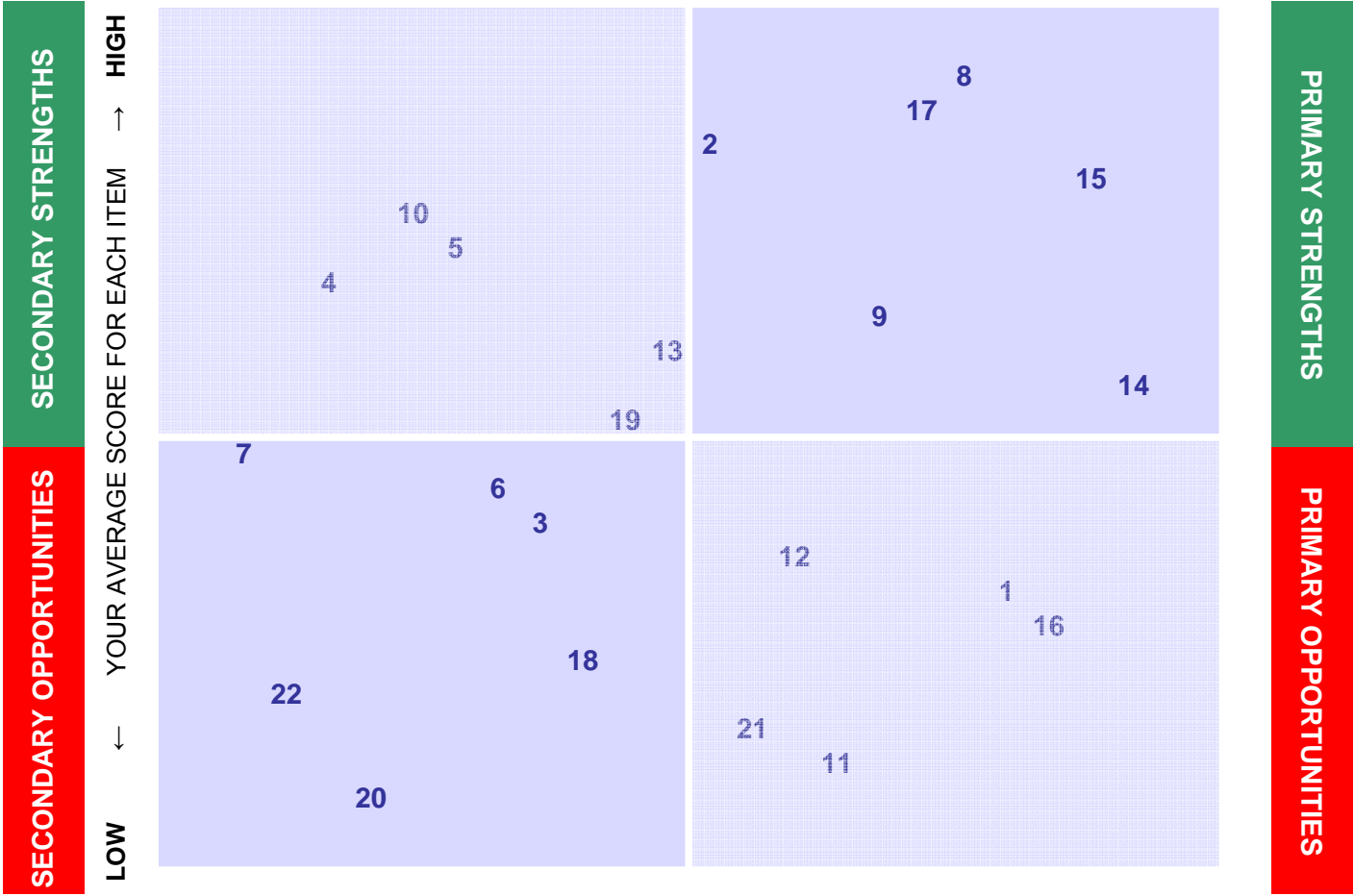
3

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"

- 19 Cleanliness of premises
- 13 Commitment to family updates
- 5 Resident-to-staff friendships
- 4 Resident-to-resident friendships
- 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
- 8 RN/LVN/LPN care
- 17 Safety of facility
- 2 Respectfulness of staff



SECONDARY OPPORTUNITIES

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

- 18 Security of personal belongings
- 20 Quality of meals
- 3 Respect for privacy
- 22 Quality of laundry services
- 6 Meaningfulness of activities
- 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.

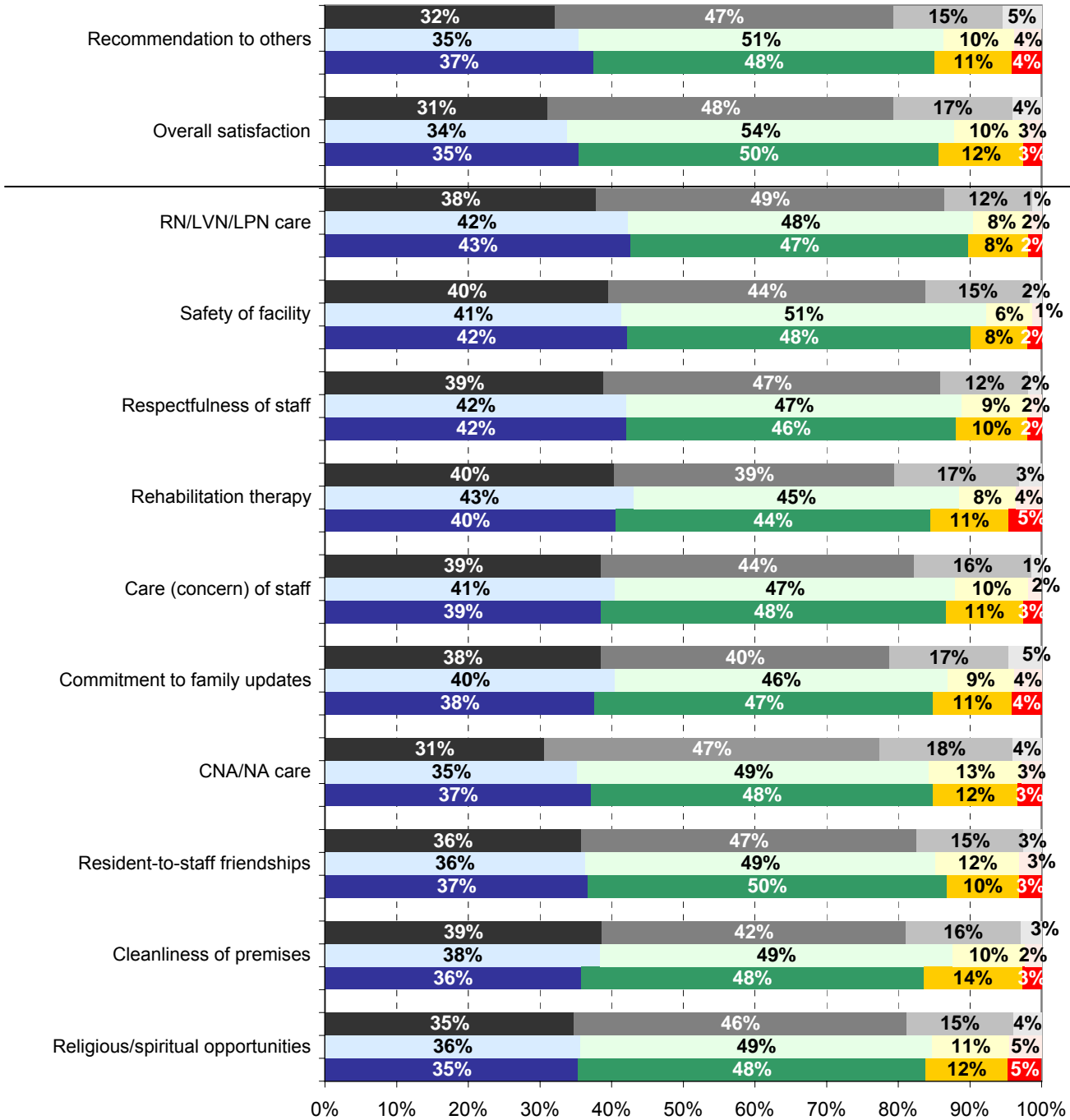
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

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

RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2006, 2007 AND 2008

Year	EXCELLENT	GOOD	FAIR	POOR
2006	EXCELLENT	GOOD	FAIR	POOR
2007	EXCELLENT	GOOD	FAIR	POOR
2008	EXCELLENT	GOOD	FAIR	POOR



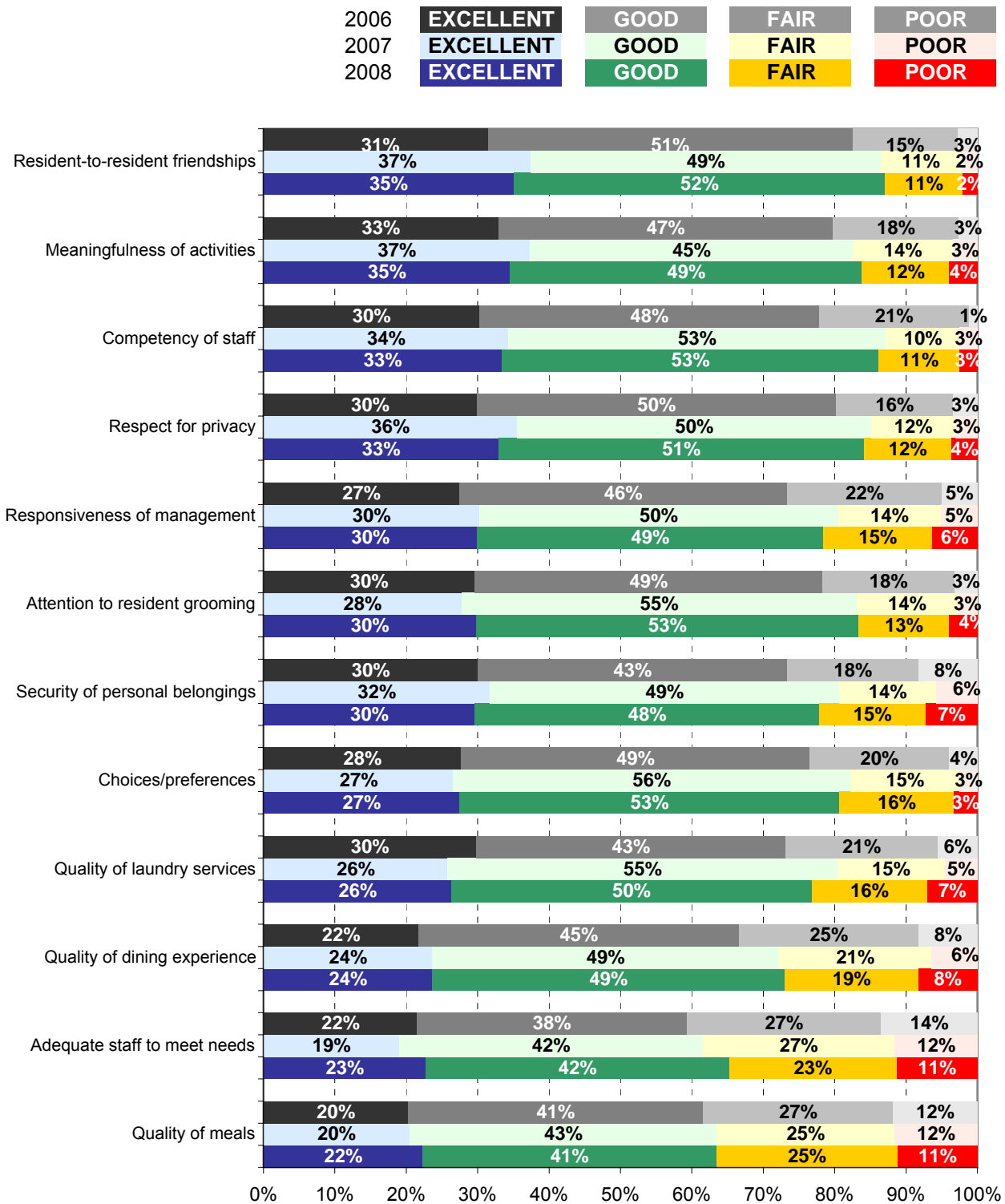
Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

PENNSYLVANIA

RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2006, 2007 AND 2008

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 2008

5

		2007	2006	2008 MIV
Overall satisfaction		73	69	74
Recommendation to others		73	69	75
QUALITY OF LIFE	Safety of facility	77	74	79
	Respectfulness of staff	76	74	77
	Resident-to-staff friendships	73	72	75
	Resident-to-resident friendships	73	70	75
	Religious/spiritual opportunities	71	71	74
	Meaningfulness of activities	71	70	72
	Respect for privacy	71	69	73
	Choices/preferences	68	67	70
	Security of personal belongings	67	65	67
	Quality of dining experience	63	60	64
QUALITY OF CARE	Quality of RN/LVN/LPN care	77	74	77
	Care (concern) of staff	74	73	75
	Quality of rehabilitation therapy	73	72	74
	Quality of CNA/NA care	73	68	73
	Commitment to family updates	73	71	74
	Competency of staff	72	69	73
	Attention to resident grooming	70	68	71
	Adequate staff to meet needs	59	56	62
QUALITY OF SERVICE	Cleanliness of premises	72	72	76
	Responsiveness of management	67	65	69
	Quality of laundry services	65	66	68
	Quality of meals	58	57	60

PENNSYLVANIA

RESIDENT SATISFACTION

AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2008

6

	Pennsylvania	Rural	Suburban	Urban
Overall satisfaction	73	75	75	69
Recommendation to others	73	75	75	69
QUALITY OF LIFE				
Safety of facility	77	77	79	74
Respectfulness of staff	76	78	77	74
Resident-to-staff friendships	73	75	77	70
Resident-to-resident friendships	73	75	76	70
Religious/spiritual opportunities	71	73	72	70
Meaningfulness of activities	71	73	74	68
Respect for privacy	71	74	72	68
Choices/preferences	68	70	70	65
Security of personal belongings	67	70	69	62
Quality of dining experience	63	64	67	58
QUALITY OF CARE				
RN/LVN/LPN care	77	80	78	73
Care (concern) of staff	74	76	77	70
Rehabilitation therapy	73	75	73	72
CNA/NA care	73	75	76	69
Commitment to family updates	73	73	75	71
Competency of staff	72	75	74	69
Attention to resident grooming	70	71	72	66
Adequate staff to meet needs	59	61	58	57
QUALITY OF SERVICE				
Cleanliness of premises	72	75	73	69
Responsiveness of management	67	69	70	64
Quality of laundry services	65	68	69	60
Quality of meals	58	61	61	54

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

RESIDENT SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2008

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RESIDENT

Gender of resident		Age of resident	
Female	67%	19 or under	0%
Male	33%	20 to 29	0%
		30 to 39	1%
		40 to 49	4%
		50 to 59	7%
		60 to 69	14%
		70 to 79	24%
		80 to 89	36%
		90 or older	13%

FACILITY CHOICE

Homes visited		Reason for choosing		Length of stay	
None	50%	Convenient location	31%	Less than 1 month	5%
Only this one	20%	Good reputation	19%	1 to 3 months	14%
Two	20%	Doctor or hospital	25%	3 to 6 months	9%
Three	7%	Relative or friend	10%	6 months to 1 year	15%
Four	2%	Insurance requirement	4%	1 to 3 years	33%
Five or more	2%	Other reason	11%	3 or more years	24%

54%

58%

VISITOR

Person visiting most		How often visited	
Spouse	15%	Less than once a year	2%
Child	45%	Once a year	2%
Brother or sister	14%	Once every 3 months	5%
Grandchild	2%	Once a month or more	15%
Friend	10%	Once a week or more	44%
Another person	13%	Almost daily	32%

77%

Assistance with survey

By myself	25%
With facility staff	31%
With family or friend	36%
With another resident	1%
With another person	7%

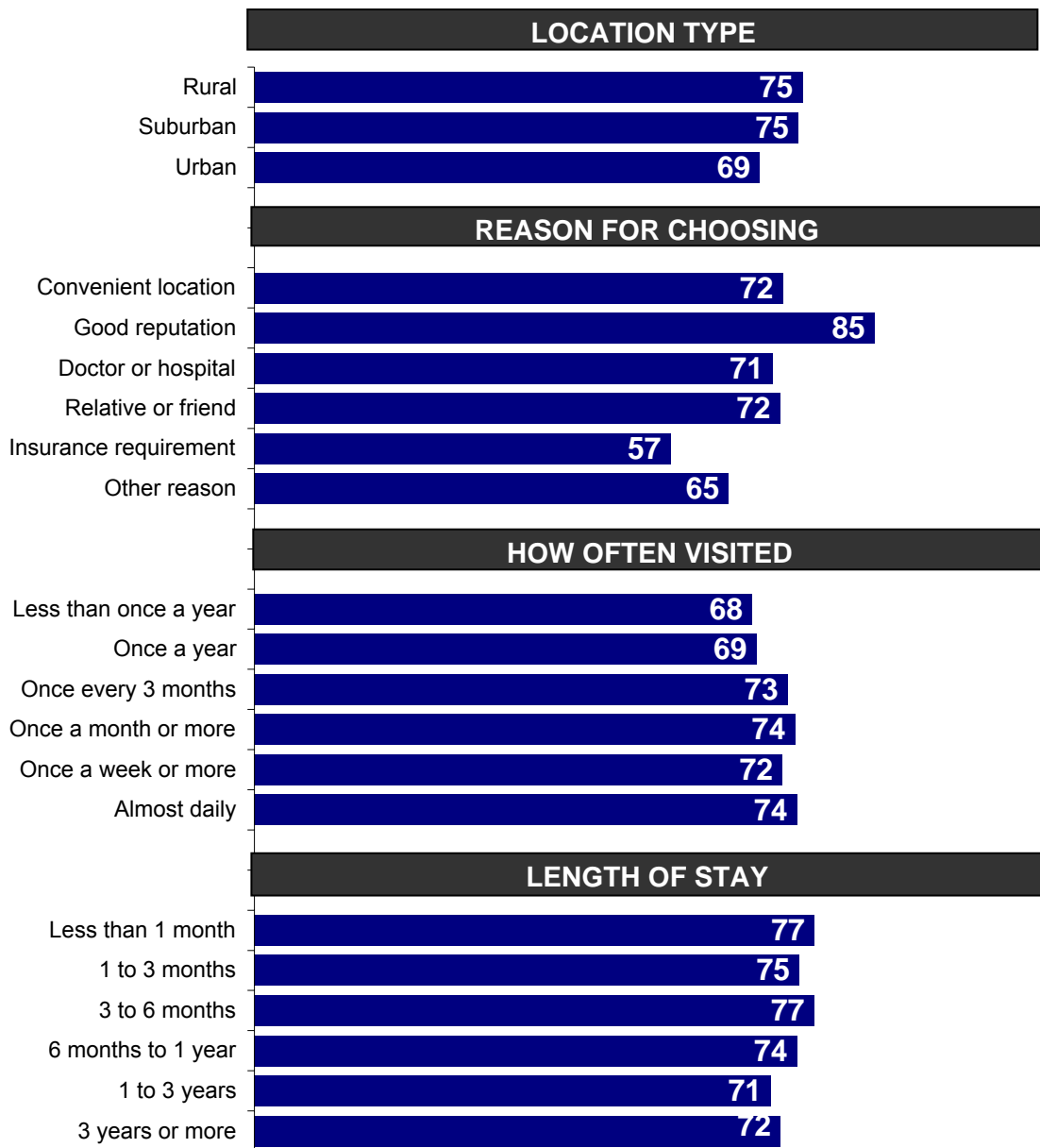
(May not total 100% due to rounding.)

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RESIDENT SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2008

8



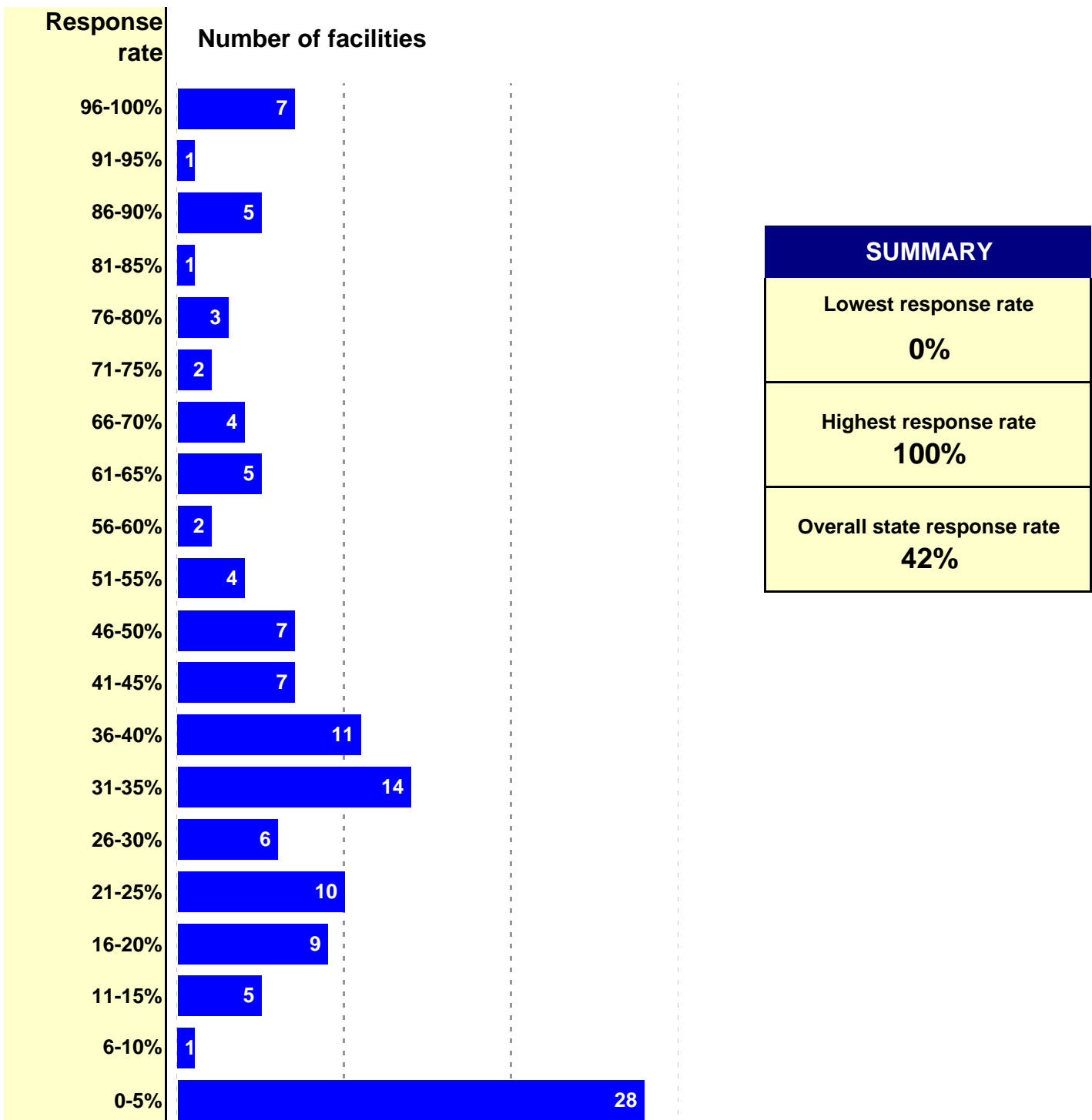
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RESIDENT SATISFACTION

DISTRIBUTION OF RESPONSE RATES FOR 2008

9

Results are for 132 participating facilities.



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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

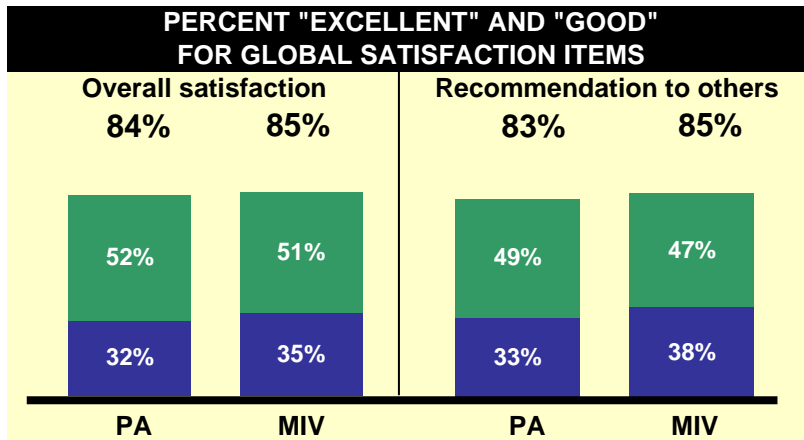
	2008	2007	2006
RESPONSE RATE	39%	35%	35%
FACILITIES SURVEYED	180	140	128
SURVEYS RECEIVED	7,037	5,474	5,138



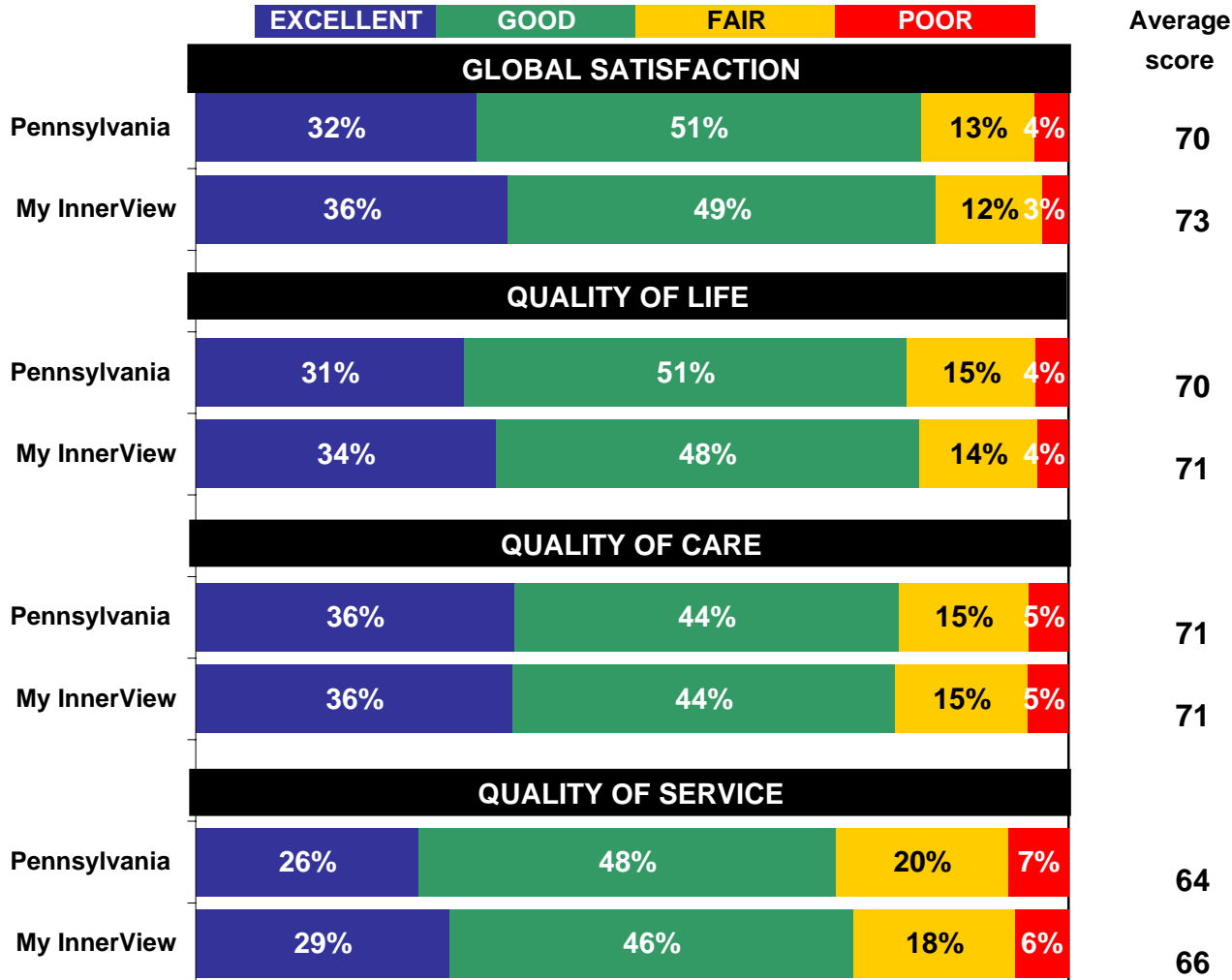
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FAMILY SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2008



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



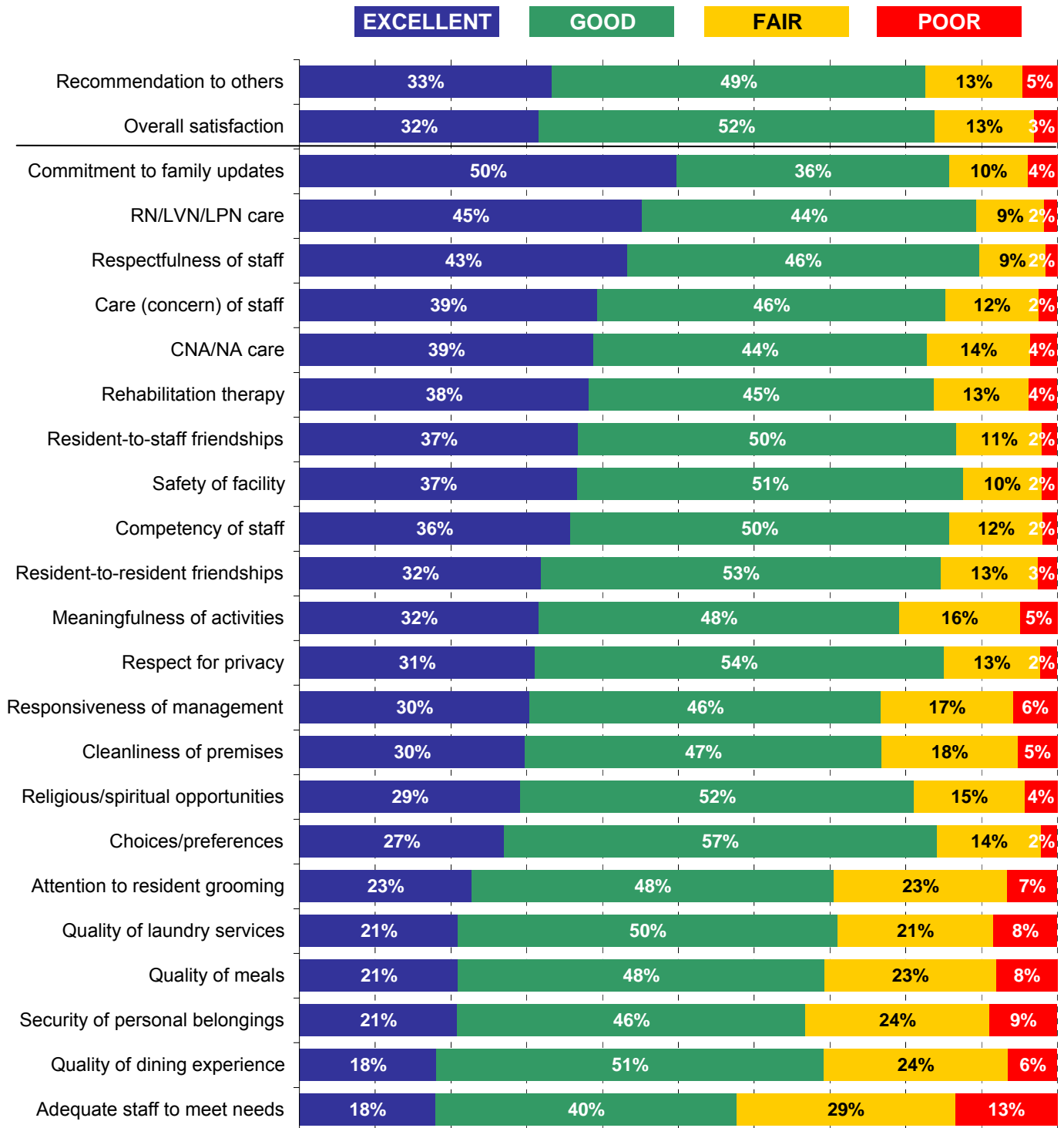
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FAMILY SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2008

2



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

PENNSYLVANIA

FAMILY SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

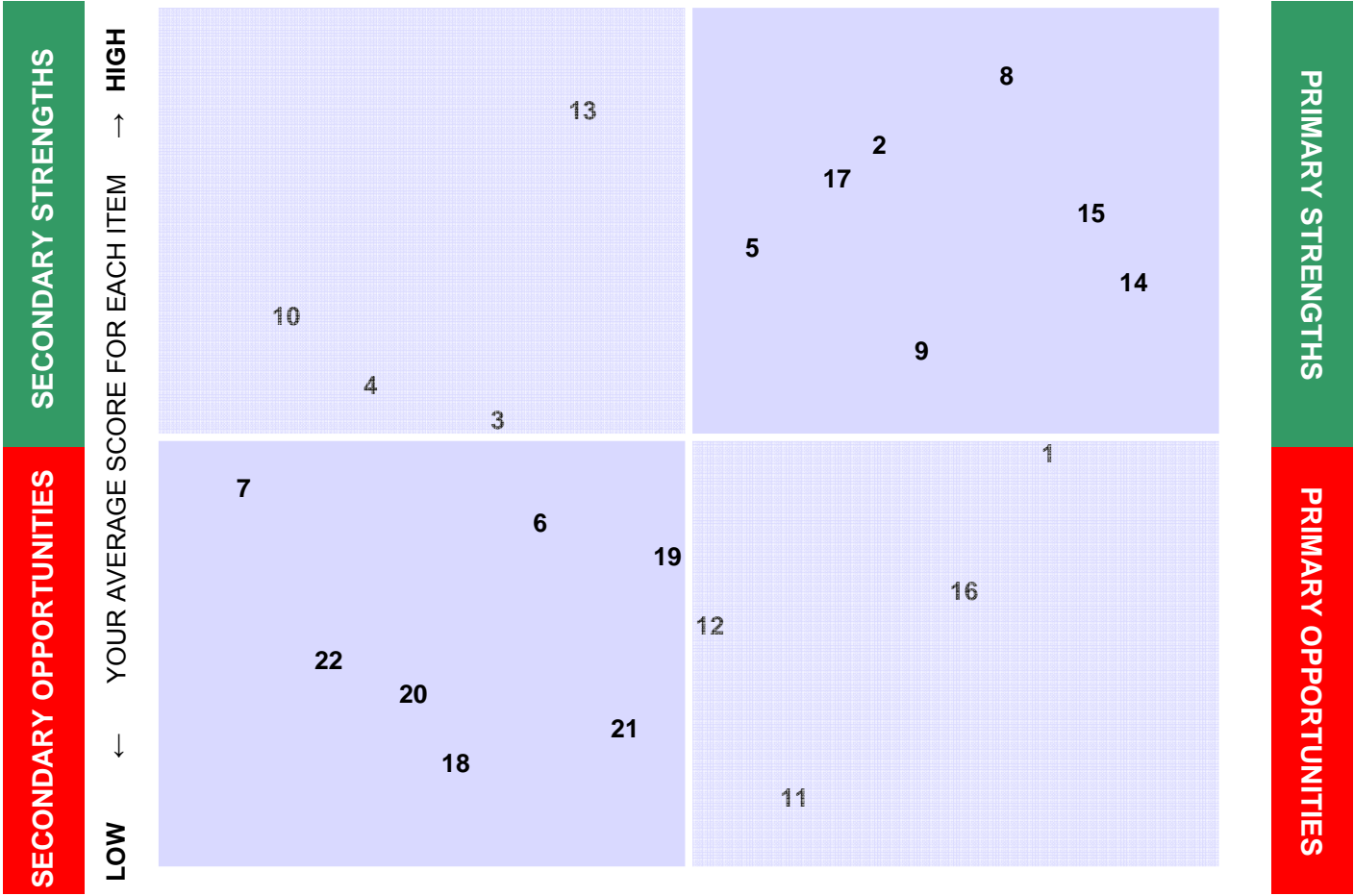
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A

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
- 13 Commitment to family updates
- 10 Rehabilitation therapy



PRIMARY STRENGTHS

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

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



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
- 6 Meaningfulness of activities
- 22 Quality of laundry services
- 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.

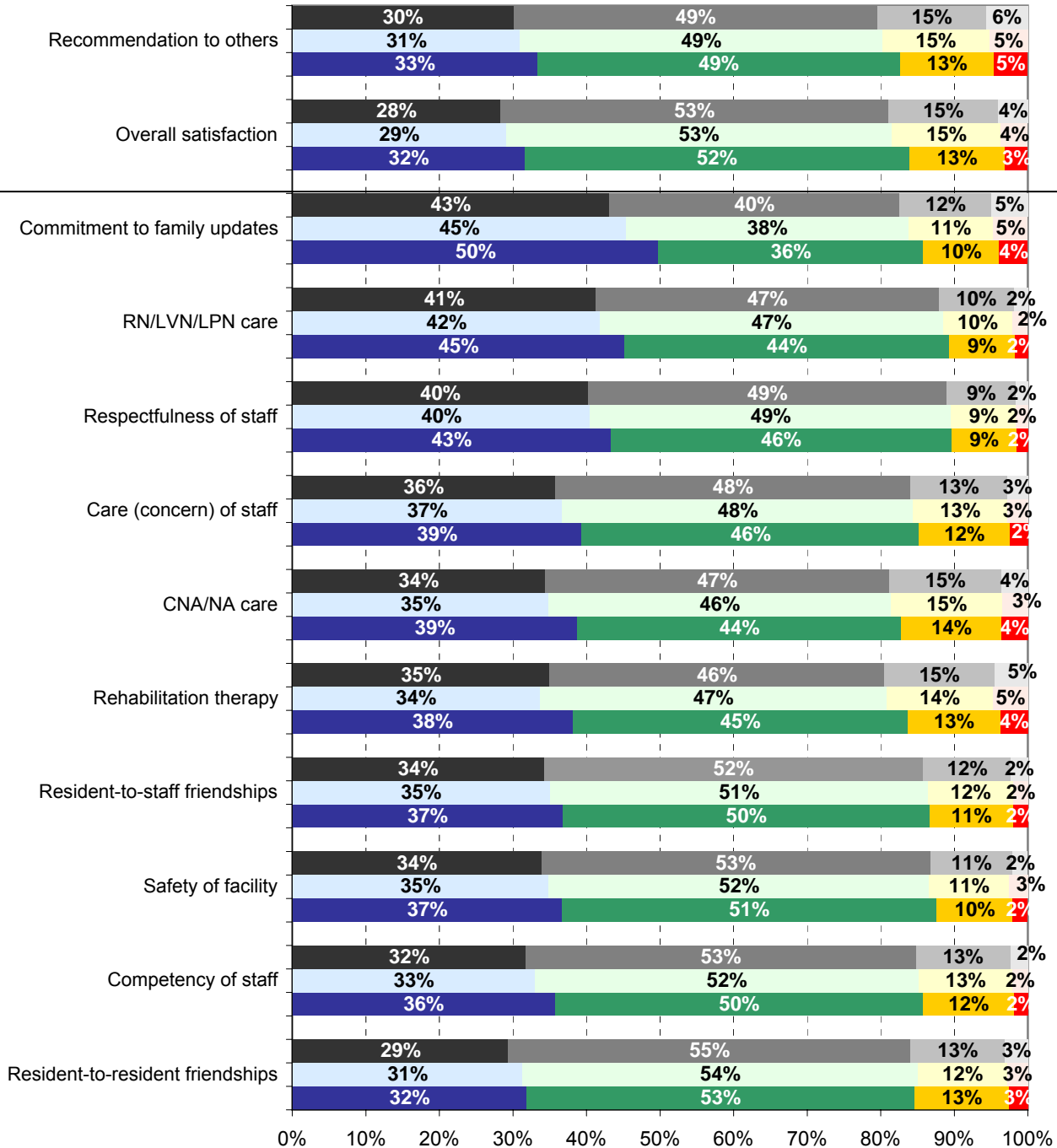
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 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 2006, 2007 AND 2008

Year	EXCELLENT	GOOD	FAIR	POOR
2006	EXCELLENT	GOOD	FAIR	POOR
2007	EXCELLENT	GOOD	FAIR	POOR
2008	EXCELLENT	GOOD	FAIR	POOR



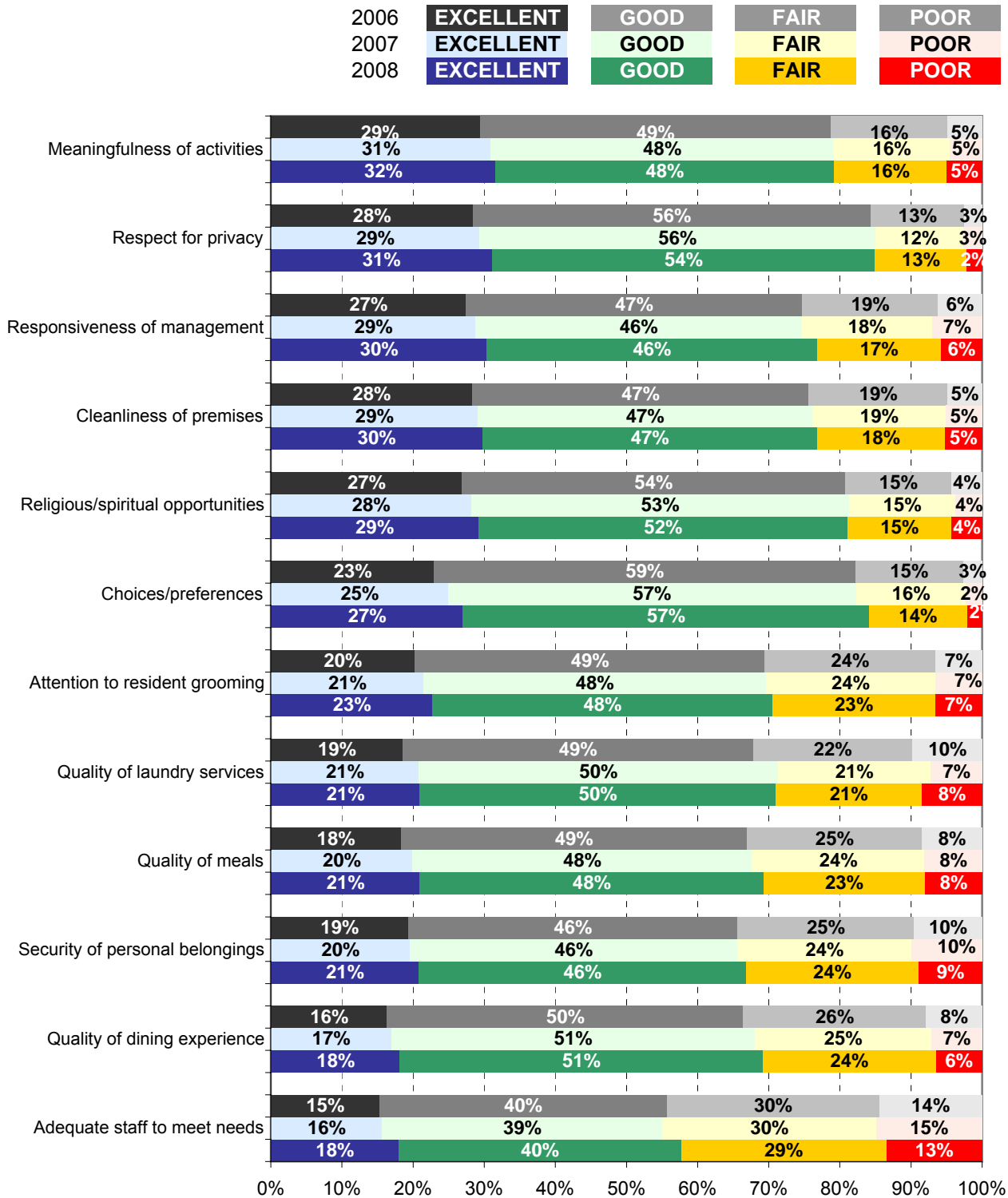
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PENNSYLVANIA

FAMILY SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2006, 2007 AND 2008

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 2008

5

		2007	2006	2008 MIV
Overall satisfaction		69	68	72
Recommendation to others		69	68	73
QUALITY OF LIFE	Respectfulness of staff	76	76	79
	Safety of facility	73	73	75
	Resident-to-staff friendships	73	73	76
	Resident-to-resident friendships	71	70	74
	Respect for privacy	71	70	74
	Choices/preferences	68	67	71
	Religious/spiritual opportunities	69	68	72
	Meaningfulness of activities	68	68	71
	Quality of dining experience	59	58	62
	Security of personal belongings	58	58	60
QUALITY OF CARE	RN/LVN/LPN care	76	76	77
	Commitment to family updates	75	74	76
	Care (concern) of staff	73	72	75
	Competency of staff	72	71	74
	Rehabilitation therapy	70	70	71
	CNA/NA care	71	71	72
	Attention to resident grooming	62	61	62
	Adequate staff to meet needs	52	52	58
QUALITY OF SERVICE	Cleanliness of premises	67	66	70
	Responsiveness of management	65	65	69
	Quality of laundry services	62	59	62
	Quality of meals	60	59	63

PENNSYLVANIA

FAMILY SATISFACTION

AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2008

6

	Pennsylvania	Rural	Suburban	Urban
Overall satisfaction	71	76	70	67
Recommendation to others	70	76	69	67
QUALITY OF LIFE				
Respectfulness of staff	77	80	76	75
Safety of facility	74	78	73	72
Resident-to-staff friendships	74	77	73	71
Resident-to-resident friendships	71	74	71	69
Respect for privacy	71	74	71	69
Choices/preferences	70	73	69	67
Religious/spiritual opportunities	69	72	67	67
Meaningfulness of activities	69	72	67	67
Quality of dining experience	60	65	59	56
Security of personal belongings	60	63	59	56
QUALITY OF CARE				
RN/LVN/LPN care	78	81	77	75
Commitment to family updates	77	81	76	74
Care (concern) of staff	74	79	73	71
Competency of staff	73	77	73	70
Rehabilitation therapy	73	76	72	69
CNA/NA care	73	77	72	70
Attention to resident grooming	62	67	61	59
Adequate staff to meet needs	54	58	54	51
QUALITY OF SERVICE				
Cleanliness of premises	67	73	65	64
Responsiveness of management	67	72	66	63
Quality of laundry services	61	66	61	56
Quality of meals	61	66	60	57

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 2008

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	7%
		70 to 79	18%
		80 to 89	44%
		90 or older	27%

FACILITY CHOICE

Homes visited		Reason for choosing		Length of stay	
None	42%	Convenient location	40%	Less than 1 month	4%
Only this one	13%	Good reputation	15%	1 to 3 months	11%
Two	24%	Doctor or hospital	23%	3 to 6 months	9%
Three	13%	Relative or friend	7%	6 months to 1 year	13%
Four	5%	Insurance requirement	3%	1 to 3 years	32%
Five or more	3%	Other reason	13%	3 or more years	30%

44%

63%

SURVEY RESPONDENT

Relationship to resident	
Spouse	14%
Child	57%
Brother or sister	10%
Grandchild	1%
Friend	3%
Other relationship	14%

VISITOR

Person visiting most		How often visited	
Spouse	16%	Less than once a year	0%
Child	55%	Once a year	1%
Brother or sister	12%	Once every 3 months	4%
Grandchild	2%	Once a month or more	13%
Friend	4%	Once a week or more	50%
Another person	11%	Almost daily	33%

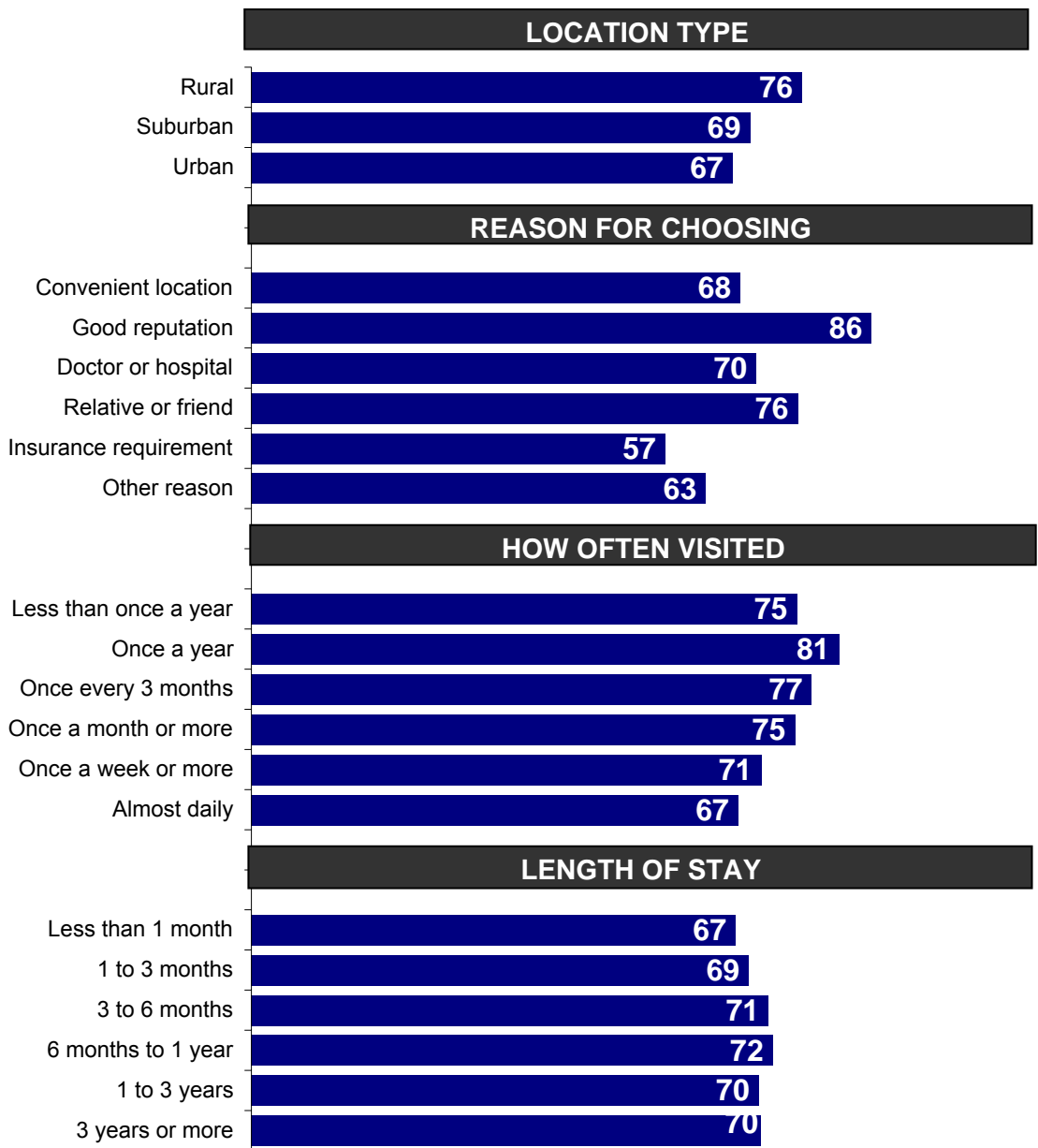
82%

(May not total 100% due to rounding.)

PENNSYLVANIA

FAMILY SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2008

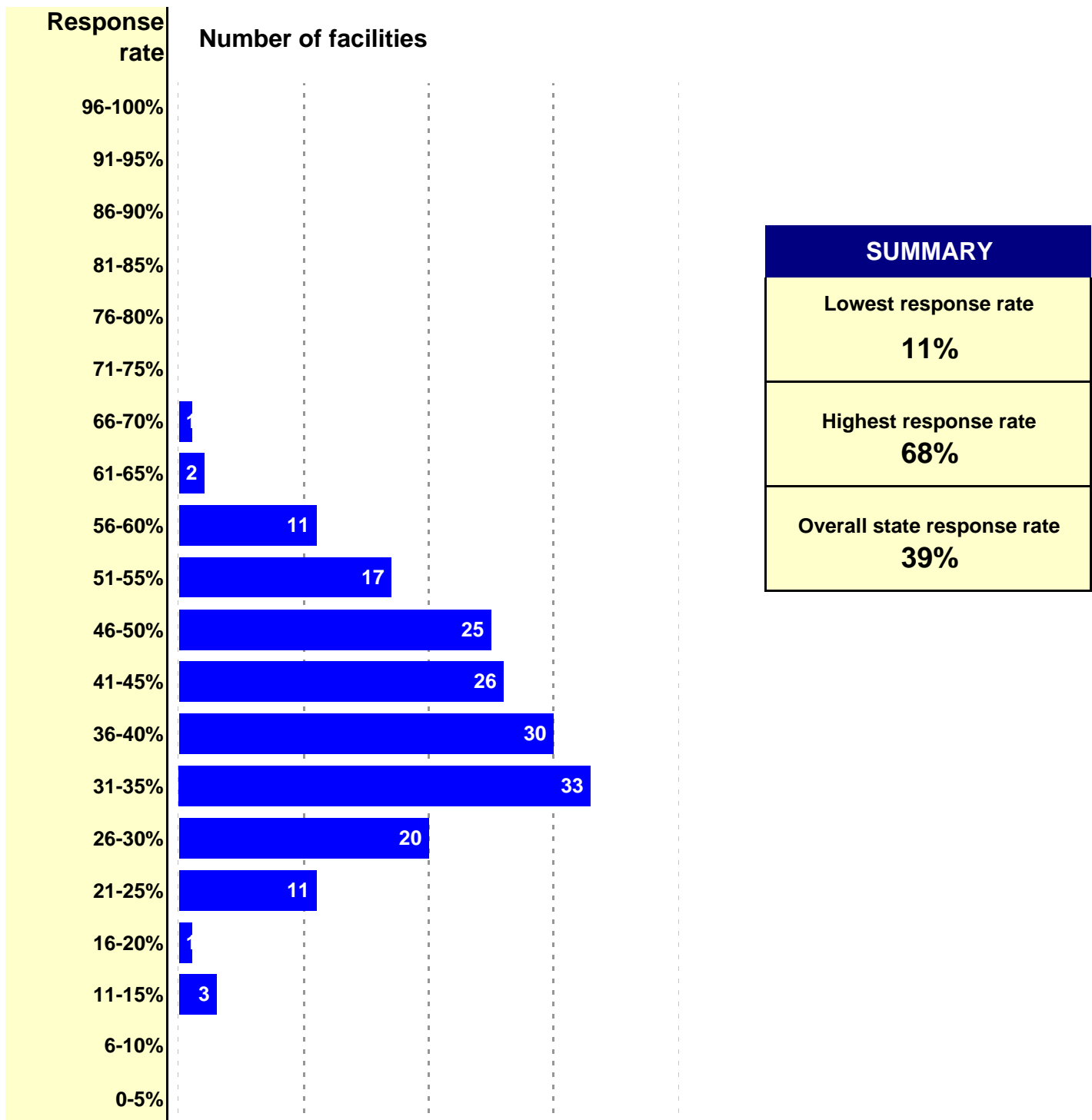


FAMILY SATISFACTION

DISTRIBUTION OF RESPONSE RATES FOR 2008

9

Results are for 180 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

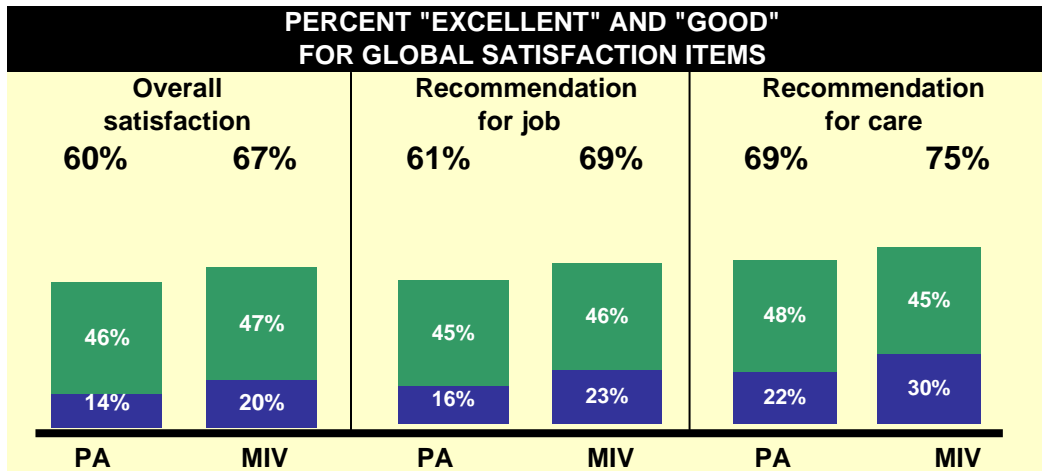
	2008	2007	2006
RESPONSE RATE	56%	46%	39%
FACILITIES SURVEYED	128	83	57
SURVEYS RECEIVED	8,236	4,018	2,746



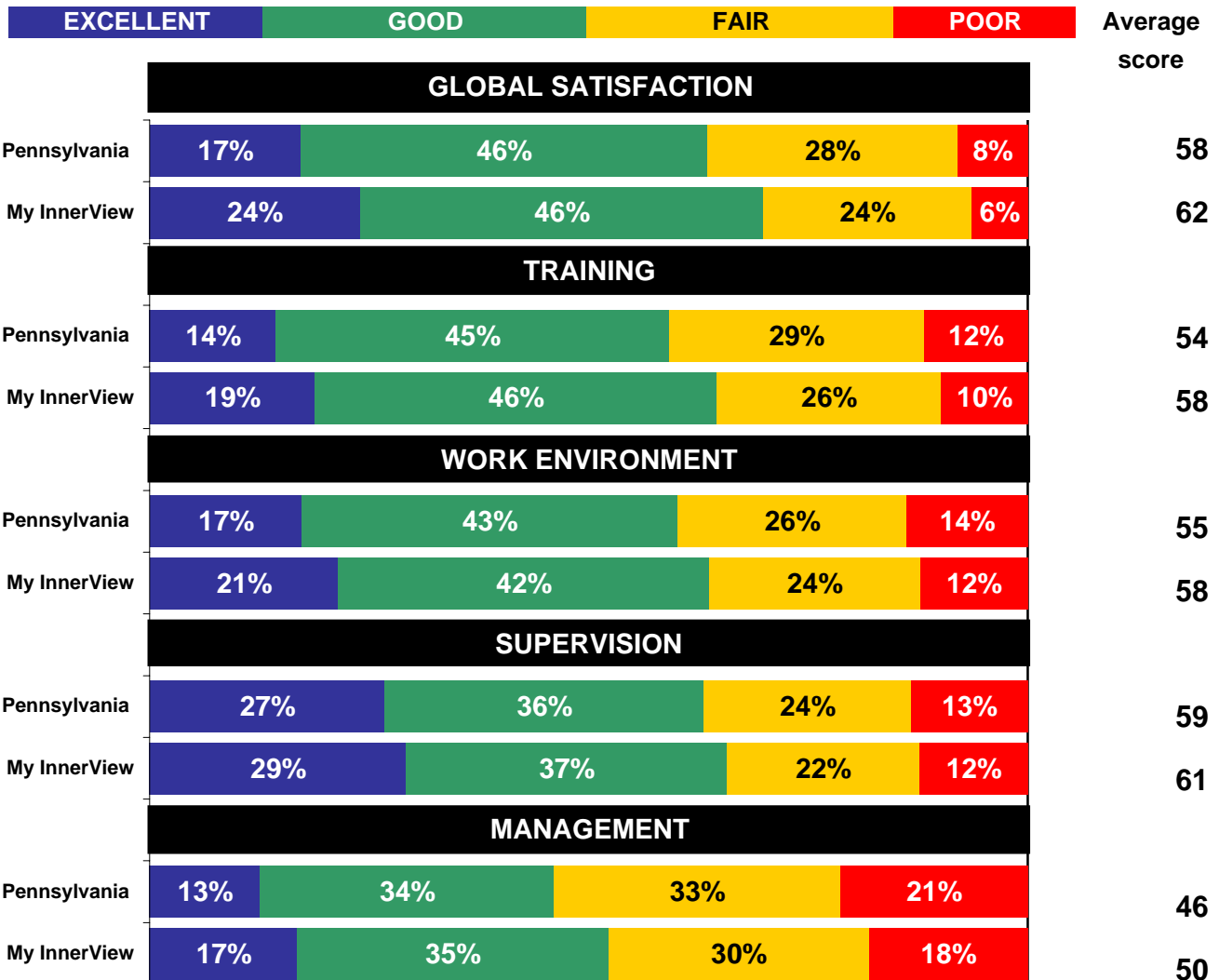
PENNSYLVANIA

EMPLOYEE SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2008



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



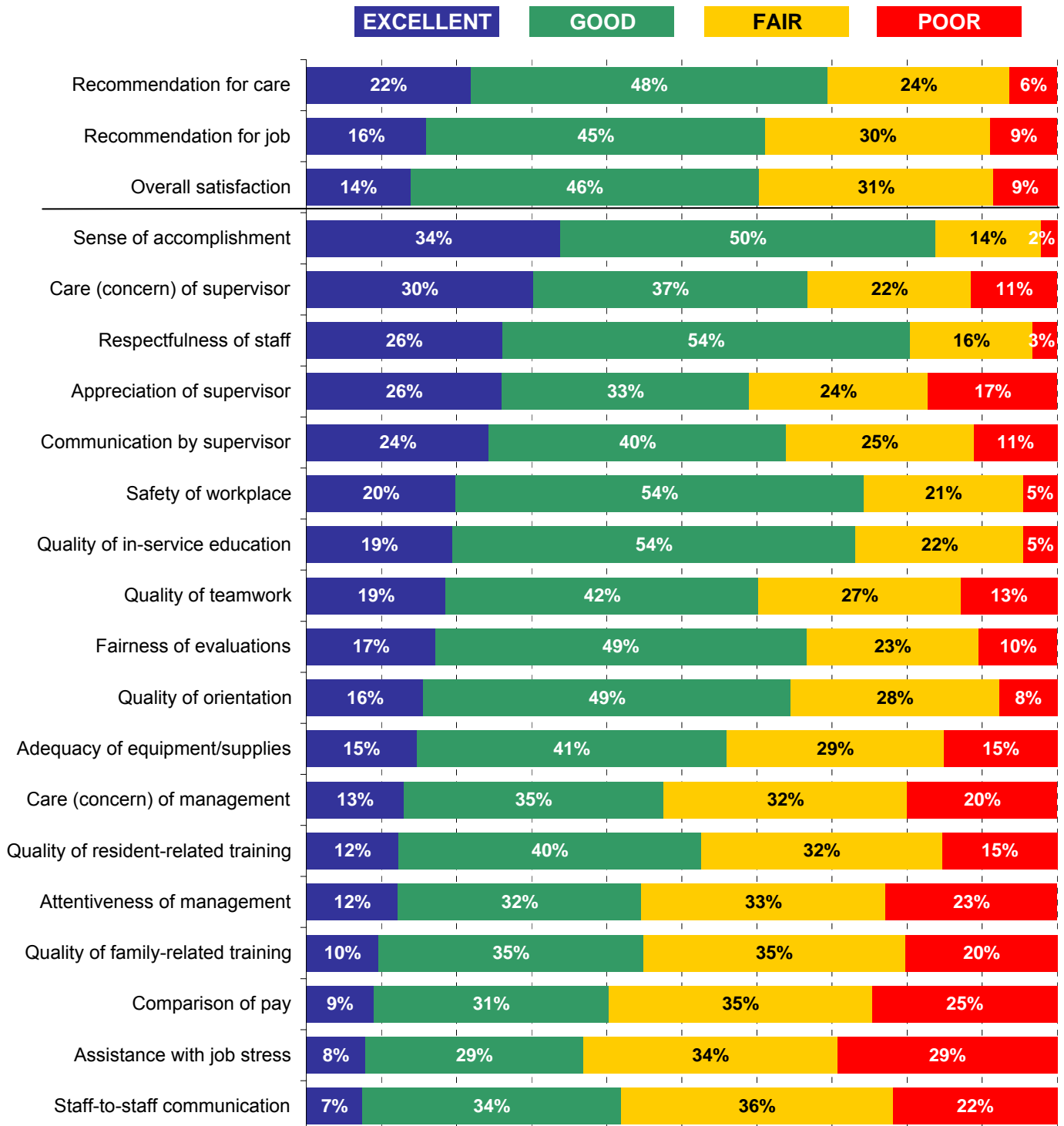
(May not total 100% due to rounding.)

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EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2008

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

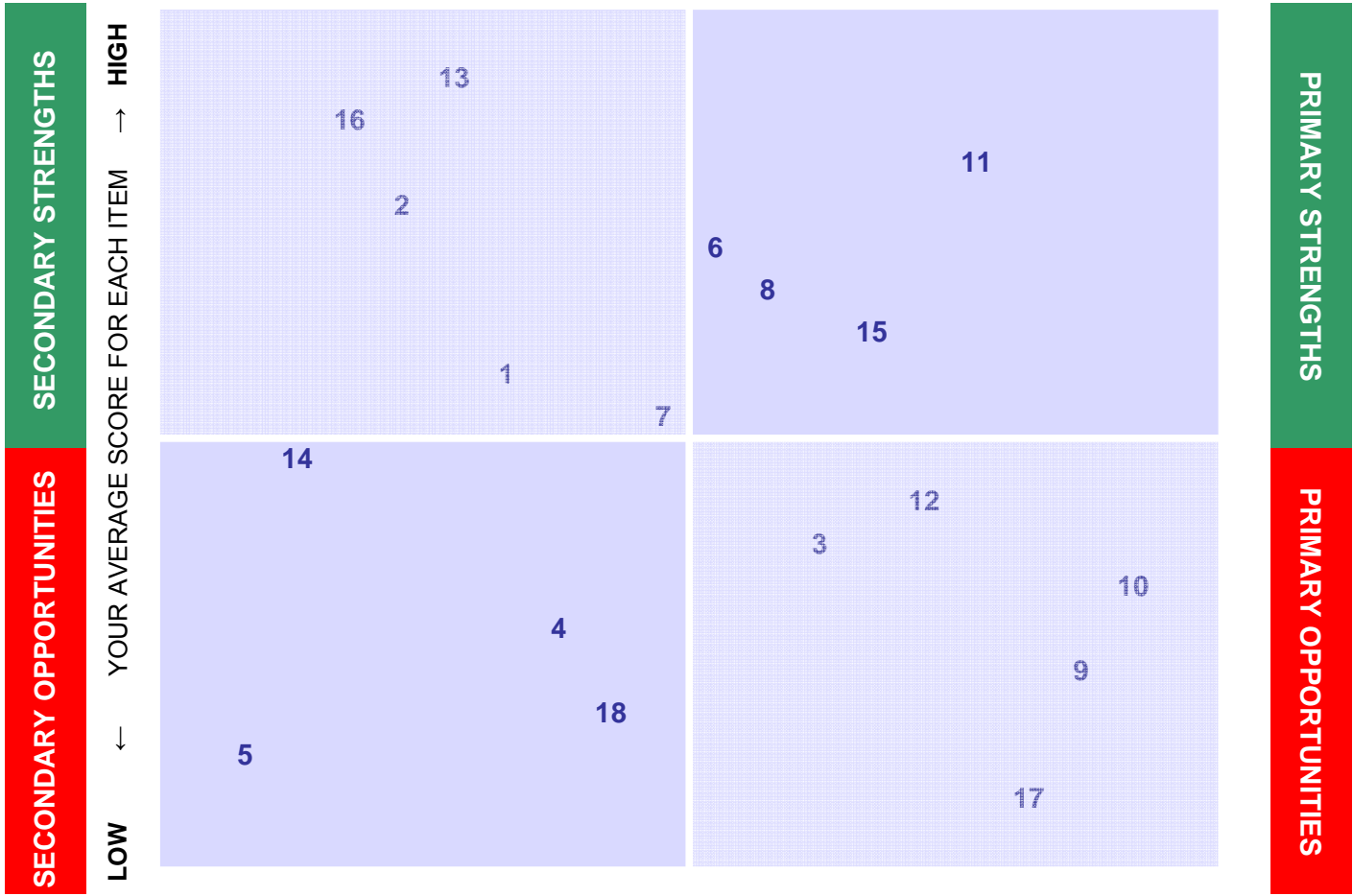
3

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
- 1 Quality of orientation
- 2 Quality of in-service education
- 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
- 11 Safety of workplace
- 8 Communication by supervisor
- 6 Care (concern) of supervisor



SECONDARY OPPORTUNITIES

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

- 18 Staff-to-staff communication
- 4 Quality of family-related training
- 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.

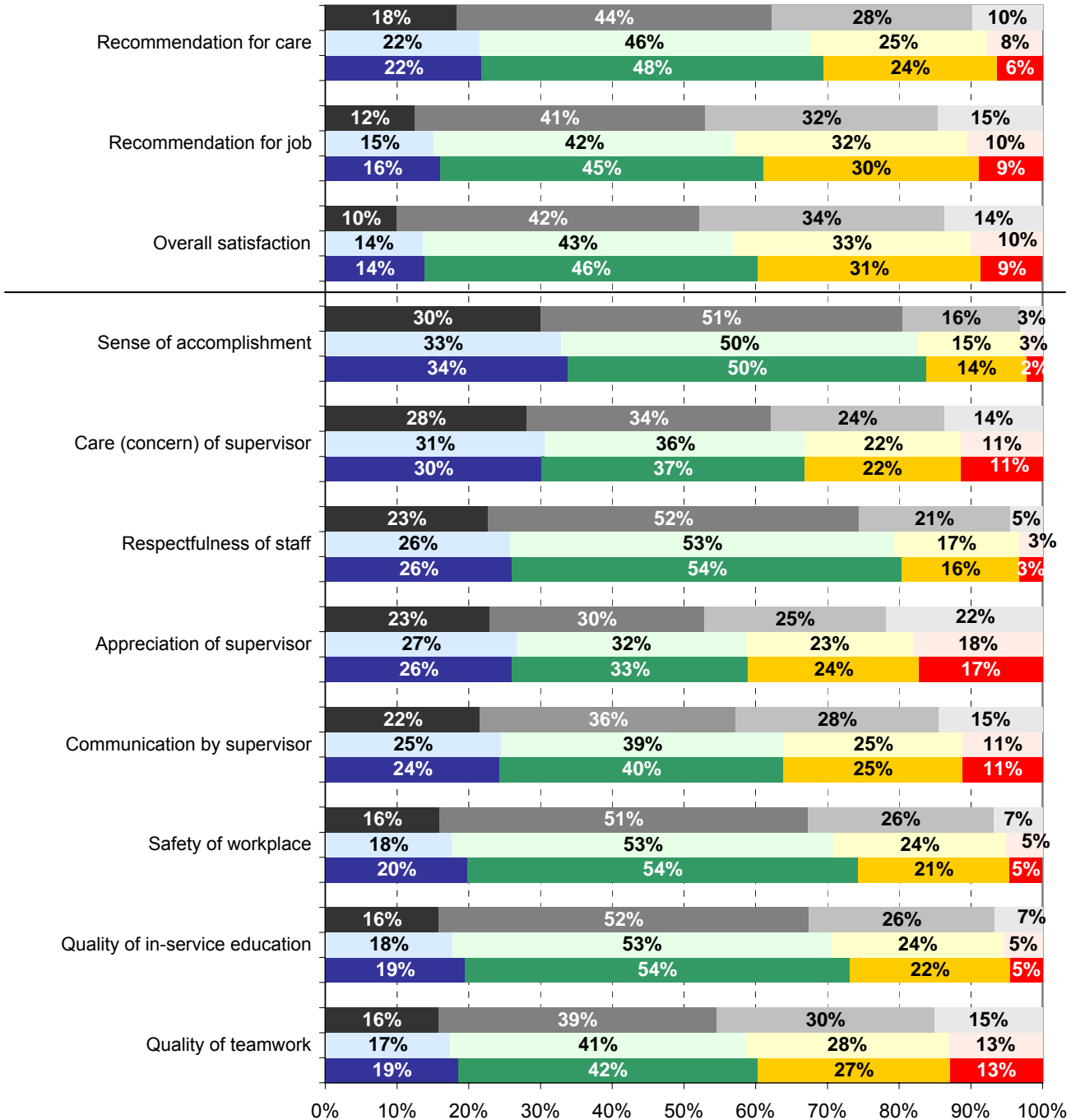
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

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

EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2006, 2007 AND 2008

2006	EXCELLENT	GOOD	FAIR	POOR
2007	EXCELLENT	GOOD	FAIR	POOR
2008	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.)

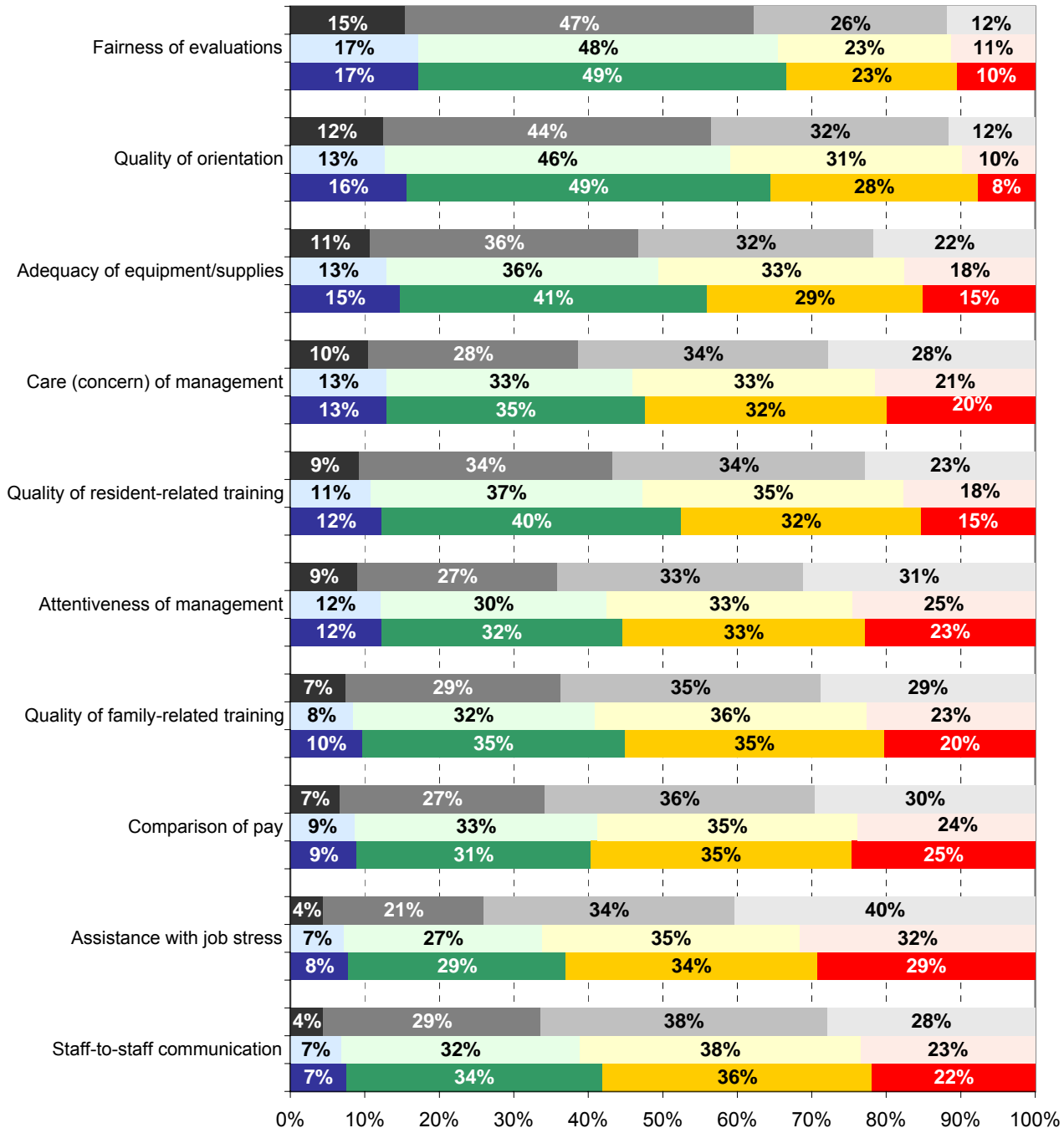
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EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2006, 2007 AND 2008

CONTINUED

Year	EXCELLENT	GOOD	FAIR	POOR
2006	EXCELLENT	GOOD	FAIR	POOR
2007	EXCELLENT	GOOD	FAIR	POOR
2008	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 2008

5

		2007	2006	2008 MIV
Recommendation for care		60	57	66
Recommendation for job		54	50	62
Overall satisfaction		53	49	60
TRAINING	Quality of in-service education	61	59	66
	Quality of orientation	54	52	61
	Quality of resident-related training	47	43	55
	Quality of family-related training	42	38	50
WORK ENVIRONMENT	Sense of accomplishment	71	69	75
	Respectfulness of staff	67	64	70
	Safety of workplace	61	59	67
	Fairness of evaluations	57	55	60
	Quality of teamwork	54	52	56
	Adequacy of equipment/supplies	48	45	57
	Staff-to-staff communication	41	37	46
	Comparison of pay	42	37	43
	Assistance with job stress	36	30	44
SUPERVISION	Care (concern) of supervisor	62	59	64
	Communication by supervisor	59	55	61
	Appreciation of supervisor	56	51	58
MANE-GE- MENT	Care (concern) of management	46	40	52
	Attentiveness of management	43	38	49

PENNSYLVANIA

EMPLOYEE SATISFACTION

AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2008

6

		Pennsylvania	Rural	Suburban	Urban	
TRAINING	Recommendation for care	62	67	62	55	
	Recommendation for job	56	61	56	52	
	Overall satisfaction	55	60	55	51	
	Quality of in-service education	63	65	64	58	
	Quality of orientation	57	60	58	53	
	Quality of resident-related training	50	52	50	46	
	Quality of family-related training	45	47	45	42	
	WORK ENVIRONMENT	Sense of accomplishment	72	74	72	68
		Respectfulness of staff	68	70	68	65
		Safety of workplace	63	67	63	59
Fairness of evaluations		58	61	57	54	
Quality of teamwork		55	56	56	54	
Adequacy of equipment/supplies		52	57	51	47	
Staff-to-staff communication		43	45	42	42	
Comparison of pay		42	43	40	43	
Assistance with job stress		38	43	37	36	
SUPER-VISION	Care (concern) of supervisor	62	65	61	59	
	Communication by supervisor	59	61	59	57	
	Appreciation of supervisor	56	59	55	53	
MANAGE-MENT	Care (concern) of management	47	53	45	43	
	Attentiveness of management	45	49	43	42	

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 2008

7

EMPLOYEE

Age of employee		Gender of employee		English as first language	
19 and under	3%	Female	88%	Yes	97%
20 to 29	20%	Male	12%	No	3%
30 to 39	23%				
40 to 49	26%				
50 to 59	21%				
60 or older	8%				

POSITION

Job category		Shift typically worked		Hours worked in typical week	
CNA	36%	Days	63%	Less than 10 hours	2%
Nurse	22%	Evenings	22%	10 to 20 hours	6%
Nursing Administration	4%	Nights	8%	20 to 30 hours	9%
Food Service	11%	Rotating	7%	30 to 40 hours	55%
Social Services	2%			More than 40 hours	28%
Hskg./Lndry./Maint.	8%				
Activities	4%				
Therapy/Rehabilitation	3%				
Business Office	2%				
Administration	4%				
Other Position	5%				

83%

WORK HISTORY

Length of employment		Homes worked in 3 years	
Less than 1 month	2%	Just this one	71%
1 to 3 months	7%	2 to 3	26%
3 months to 1 year	15%	4 or more	2%
1 to 2 years	13%		
2 to 5 years	23%		
5 to 10 years	20%		
More than 10 years	21%		

64%

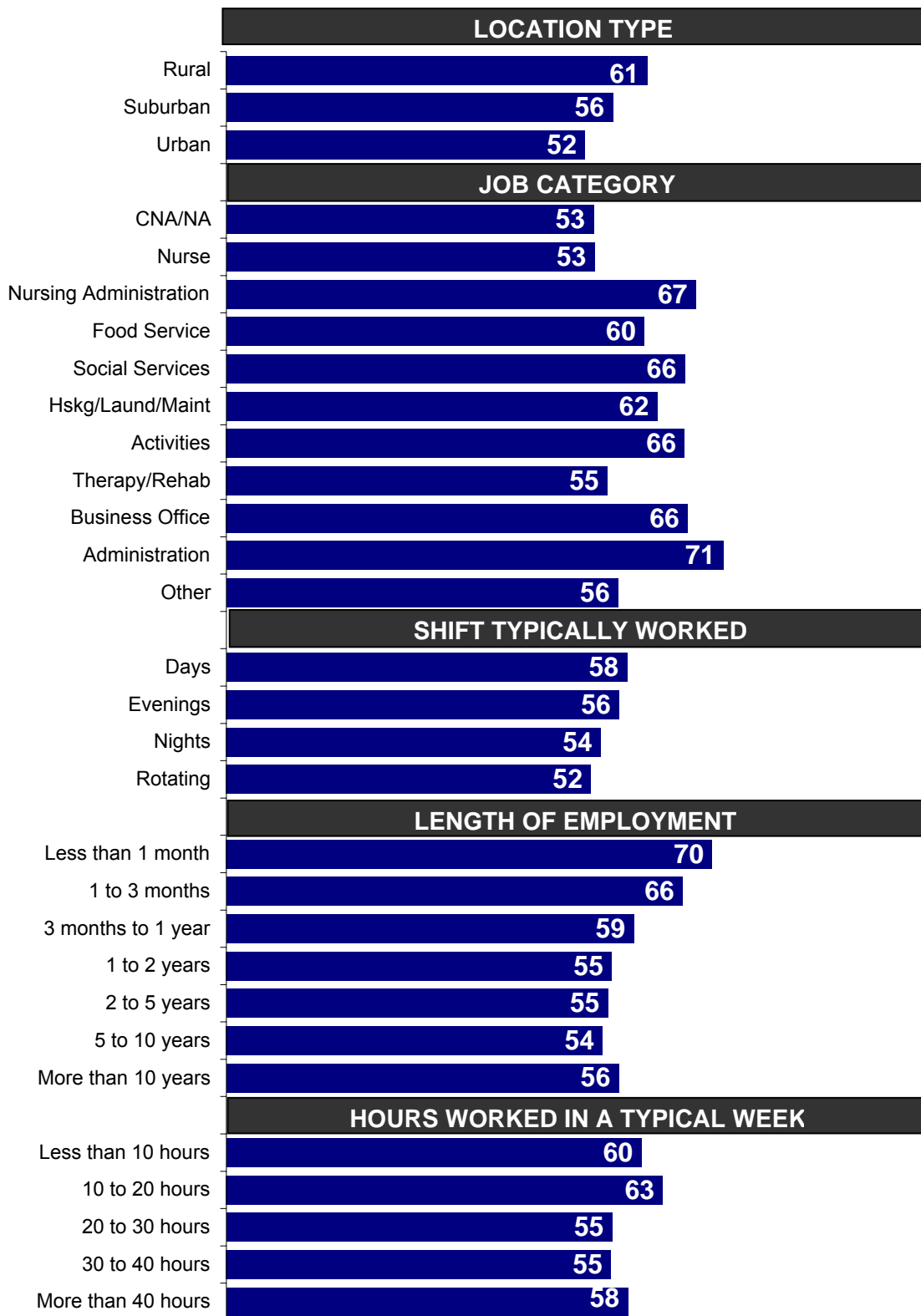
(May not total 100% due to rounding.)

PENNSYLVANIA

EMPLOYEE SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION FOR JOB" BY DEMOGRAPHICS FOR 2008

8



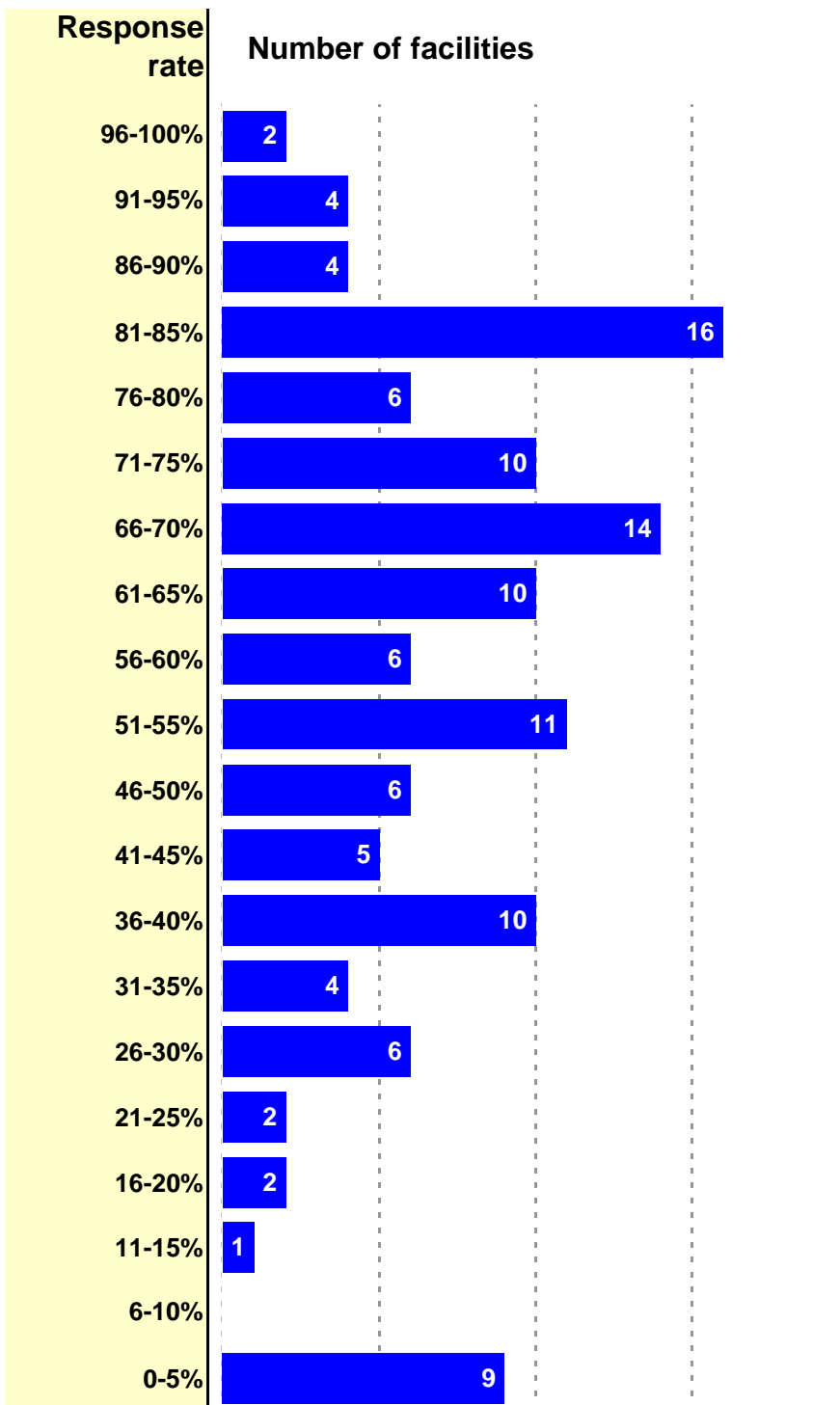
PENNSYLVANIA

EMPLOYEE SATISFACTION

DISTRIBUTION OF RESPONSE RATES FOR 2008

9

Results are for 128 participating facilities.



SUMMARY
Lowest response rate 0%
Highest response rate 100%
Overall state response rate 56%

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?