

Georgia Health Care Association Reports Review 2020

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Customer Success Manager



2020 GHCA Fall Survey Reports

Agenda

- 2020 Georgia Reports
- New Surveys
- NPS
- Using your data – what's next?
- GHCA QIP Program
- Questions?

What is important to Customers and Staff?

- Belief survey is confidential
- Belief action will be taken
- Convenience
- Post-Survey Follow Up

Communication is the most critical step to the success of our survey and response rate

Survey Questionnaire

Resident/Family

- 12 Questions
- 4 pt. scale

SURVEY INSTRUCTIONS

Please answer the following questions about your experience.

1. Does staff really care about you?
 - No
 - Yes, somewhat
 - Yes, mostly
 - Yes, definitely
2. Does staff listen to you?
 - No
 - Yes, somewhat
 - Yes, mostly
 - Yes, definitely
3. Does staff respect your personal choices and preferences?
 - No
 - Yes, somewhat
 - Yes, mostly
 - Yes, definitely
4. Are staff aware of your important health needs?
 - No
 - Yes, somewhat
 - Yes, mostly
 - Yes, definitely
5. Does the staff have the training and knowledge to meet your care needs?
 - No
 - Yes, somewhat
 - Yes, mostly
 - Yes, definitely
6. Are your concerns responded to in a timely manner?
 - No
 - Yes, somewhat
 - Yes, mostly
 - Yes, definitely
7. Are you treated with courtesy and respect?
 - No
 - Yes, somewhat
 - Yes, mostly
 - Yes, definitely
8. Are you kept informed about services and care?
 - No
 - Yes, somewhat
 - Yes, mostly
 - Yes, definitely
9. Do you trust the staff?
 - No
 - Yes, somewhat
 - Yes, mostly
 - Yes, definitely
10. Is the dining experience enjoyable?
 - No
 - Yes, somewhat
 - Yes, mostly
 - Yes, definitely
11. Do activities, services, and programs support your health and wellbeing?
 - No
 - Yes, somewhat
 - Yes, mostly
 - Yes, definitely
12. Do you feel safe and secure here?
 - No
 - Yes, somewhat
 - Yes, mostly
 - Yes, definitely

Resident/Family

- CoreQ
- NPS
- Open End

OVERALL IMPRESSIONS

The following three questions are part of a national initiative to measure the quality of skilled nursing care centers.

13. In recommending this facility to your friends and family, how would you rate it overall?

- Poor
- Average
- Good
- Very Good
- Excellent

14. Overall, how would you rate the staff?

- Poor
- Average
- Good
- Very Good
- Excellent

15. How would you rate the care you receive?

- Poor
- Average
- Good
- Very Good
- Excellent

OVERALL RATING

16. How likely would you be to recommend this facility to your family and friends?

- 0 Not at all likely
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Extremely Likely

17. What else would you like to say about your experience?

ADDITIONAL QUESTIONS

18. Did someone help you complete this survey?

- Yes
- No → Thank you. Please return the completed survey in the postage-paid envelope.

19. How did that person help you? Select all that apply.

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way
- No one helped me complete this survey

THANK YOU!

Please return the completed survey in the postage-paid envelope.

Mail the completed survey to: NRC Health Survey Processing Center, PO Box 82660, Lincoln, NE 68501-2660. NRC Health phone: 1-800-733-6714.

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Employee

- 12 Questions
- 4 pt Scale
- NPS
- Open end

EMPLOYEE

mail the completed survey to:
NRC Health
Survey Processing Center
PO BOX: 82860
Lincoln, NE 68501-2860
1-800-733-8714

1. Does this work environment inspire you to do your best work?⁵⁹⁸²³
 - 1 No
 - 2 Yes, somewhat
 - 3 Yes, mostly
 - 4 Yes, definitely
2. At work, are you able to do your best every day?⁶⁰³¹¹
 - 1 No
 - 2 Yes, somewhat
 - 3 Yes, mostly
 - 4 Yes, definitely
3. Do you have great relationships with the people you work with?⁵⁹⁷⁴⁶
 - 1 No
 - 2 Yes, somewhat
 - 3 Yes, mostly
 - 4 Yes, definitely
4. Do the people you work with treat each other with respect?⁵⁹⁸²⁴
 - 1 No
 - 2 Yes, somewhat
 - 3 Yes, mostly
 - 4 Yes, definitely
5. Do you have the training and support you need to do your job effectively?⁶⁰³⁶⁹
 - 1 No
 - 2 Yes, somewhat
 - 3 Yes, mostly
 - 4 Yes, definitely
6. Does the person to whom you report create opportunities for your professional growth?⁵⁹⁷⁴²
 - 1 No
 - 2 Yes, somewhat
 - 3 Yes, mostly
 - 4 Yes, definitely
7. Is there effective communication among the people you work with?⁶⁰³¹²
 - 1 No
 - 2 Yes, somewhat
 - 3 Yes, mostly
 - 4 Yes, definitely
8. Do you have the equipment and supplies you need to provide effective care for your residents?⁶⁰³¹³
 - 1 No
 - 2 Yes, somewhat
 - 3 Yes, mostly
 - 4 Yes, definitely
9. Are workloads reasonable?⁵⁹⁸²⁷
 - 1 No
 - 2 Yes, somewhat
 - 3 Yes, mostly
 - 4 Yes, definitely
10. Is there consistency in work processes among co-workers when providing care?⁶⁰³¹⁴
 - 1 No
 - 2 Yes, somewhat
 - 3 Yes, mostly
 - 4 Yes, definitely
11. Does this organization value its employees?⁵⁹⁸²⁶
 - 1 No
 - 2 Yes, somewhat
 - 3 Yes, mostly
 - 4 Yes, definitely
12. Where 0 is the least likely and 10 is the most likely, how likely are you to recommend this organization to others as a place to work?⁵⁹⁷³⁶
 - 0 No a
 - 1
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - 10 10 Extr

13. Is there anything else you would like to say about your experience with this organization?

Trending

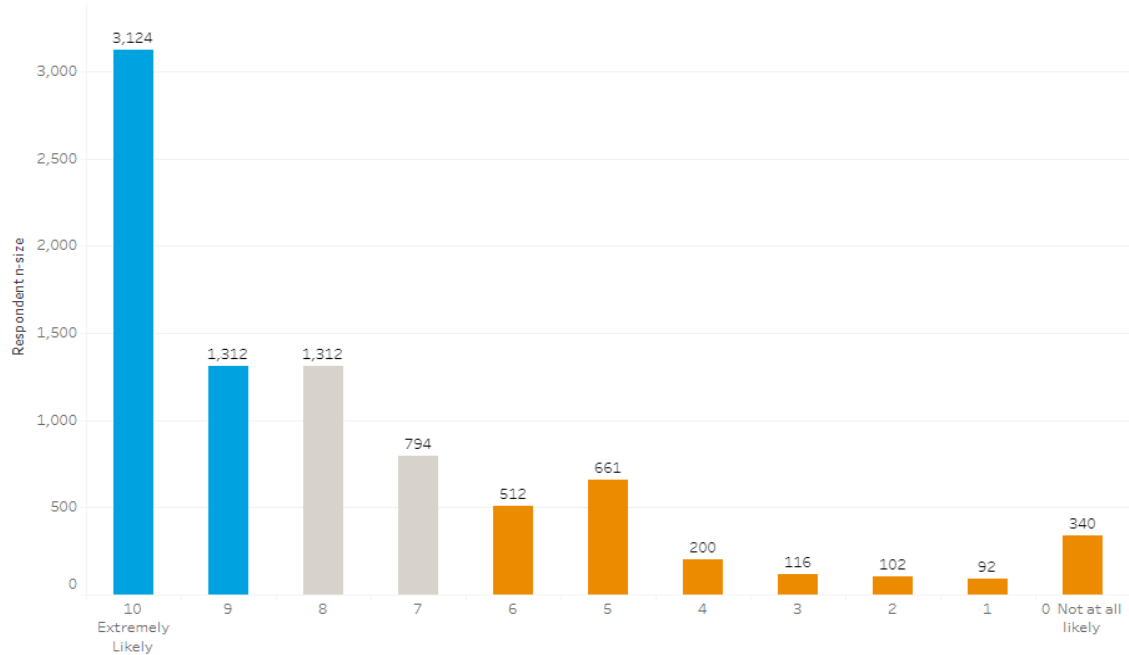
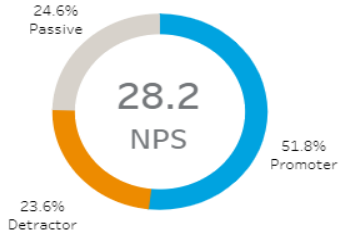
- CoreQ
- Crosswalk

Question #	questiontext	responsescaledescription	Match Quality	MIV Question #	Rate this community on:	responsescaledescription
1	Does staff really care about you?	No, Yes somewhat, Yes mostly, Yes definitely	Similar	7	The staff's care and concern for you	Excellent, Good, Fair, Poor
2	Does staff listen to you?	No, Yes somewhat, Yes mostly, Yes definitely	No Match		n/a	n/a
3	Does staff respect your personal choices and preferences?	No, Yes somewhat, Yes mostly, Yes definitely	Similar	1	Meeting your choices and preferences	Excellent, Good, Fair, Poor
4	Are staff aware of your important health needs?	No, Yes somewhat, Yes mostly, Yes definitely	No Match		n/a	n/a
5	Do you trust the staff?	No, Yes somewhat, Yes mostly, Yes definitely	No Match	n/a	n/a	n/a
6	Are your concerns addressed in a timely manner?	No, Yes somewhat, Yes mostly, Yes definitely	Similar	8	Managements responsiveness to your suggestions and concerns	Excellent, Good, Fair, Poor
7	Are you treated with courtesy and respect?	No, Yes somewhat, Yes mostly, Yes definitely	Similar	2	The respect shown to you by staff	Excellent, Good, Fair, Poor
8	Are you kept informed about services and care?	No, Yes somewhat, Yes mostly, Yes definitely	Similar	5	Keeping you and your family informed about you	Excellent, Good, Fair, Poor
9	Do activities, services, and programs support your health and wellbeing?	No, Yes somewhat, Yes mostly, Yes definitely	Similar	3	Offering you meaningful activities	Excellent, Good, Fair, Poor
10	Do you feel safe and secure here?	No, Yes somewhat, Yes mostly, Yes definitely	Similar	9	How safe it is for you	Excellent, Good, Fair, Poor
11	Is the dining experience enjoyable?	No, Yes somewhat, Yes mostly, Yes definitely	Similar	10	How Enjoyable the dining experience is	Excellent, Good, Fair, Poor
12	In recommending this facility to your friends and family, how would you rate it overall?	Poor, Average, Good, Very Good, Excellent	Matching	13	In recommending this facility to your friends and family, how would you rate it overall?	Poor, Average, Good, Very Good, Excellent
13	Overall, how would you rate the staff?	Poor, Average, Good, Very Good, Excellent	Matching	14	Overall, how would you rate the staff?	Poor, Average, Good, Very Good, Excellent
14	How would you rate the care you receive?	Poor, Average, Good, Very Good, Excellent	Matching	15	How would you rate the care you receive?	Poor, Average, Good, Very Good, Excellent
15	Did someone help you complete this survey?	Yes or No	Matching	15	Did someone help you complete this survey?	Yes or No
16	How did that person help you?	Read, Wrote, Answered, Translated, Helped in other way	Matching	17	How did that person help you?	Read, Wrote, Answered, Translated, Helped in other way
17	How likely would you be to recommend this facility to your family and friends?	Likely 0-10	Similar	12	What is your recommendation of this community to others	Excellent, Good, Fair, Poor
18	What else would you like to say about your experience?	Open Question	N/A	18	Any other comments or suggestions	Open Questions

Resident Reports

Resident Net Promotor Score

How likely would you be to recommend this facility to your family and friends?



Measuring Loyalty – Net Promoter Score (NPS)

WHAT IS IT?

A Net Promoter Score® (NPS)¹ is a simple, easy to measure, singular metric that can be used to track customer loyalty. The score is driven off of the following “likelihood to recommend” question:

How likely would you be to recommend this facility to your family and friends?

0 – Not at all likely 1 2 3 4 5 6 7 8 9 10 – Extremely likely

Based on their response, each consumer can be categorized into one of three groups - Promoters, Passives, and Detractors.

Promoters (9 or 10)

Promoters are loyal and enthusiastic. Likely to remain over time, refer to others, and generally more pleasant to interact with.

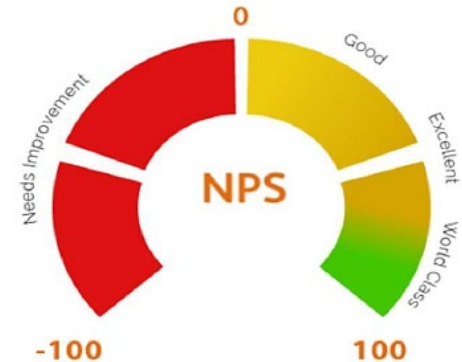
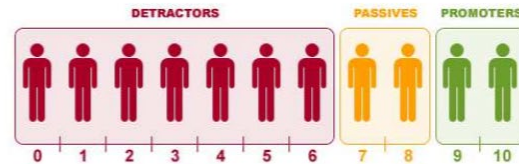
Passives (7 or 8)

This group is satisfied—for now. Their likelihood for repeat visits or referrals to others is lower than that of promoters. They may defect to competition.

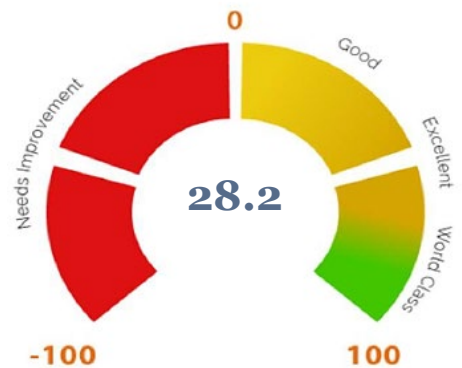
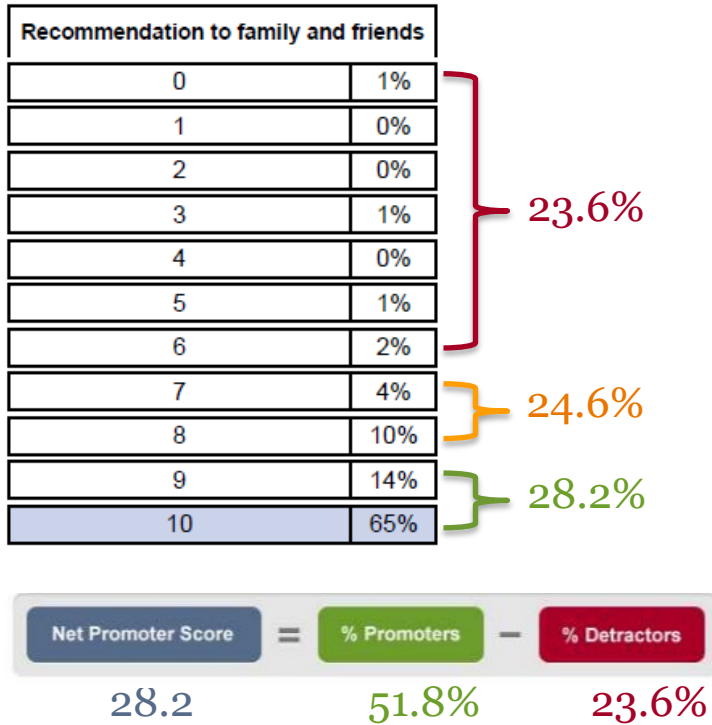
Detractors (0 to 6)

Detractors are unhappy. Accounting for majority of negative word-of-mouth, they have high rates of defection. Their criticisms diminish a company’s reputation.

An NPS is calculated by subtracting % detractors from % promoters.



Net Promoter Score (NPS)

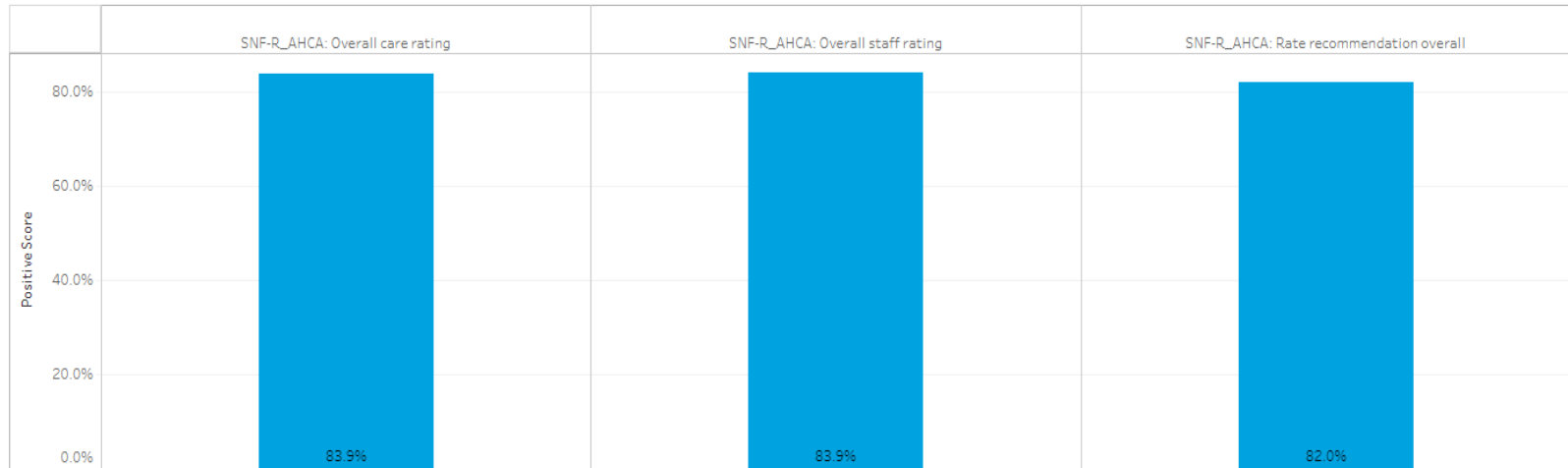


Survey Facility

SNF - Resident - SNF Resident

Year

2020



Response Breakdown

	Excellent	Very Good	Good	Average	Poor
SNF-R_AHCA: Overall care rating	29%	29%	25%	13%	3%
SNF-R_AHCA: Overall staff rating	28%	29%	25%	13%	3%
SNF-R_AHCA: Rate recommendation overall	28%	30%	23%	13%	4%



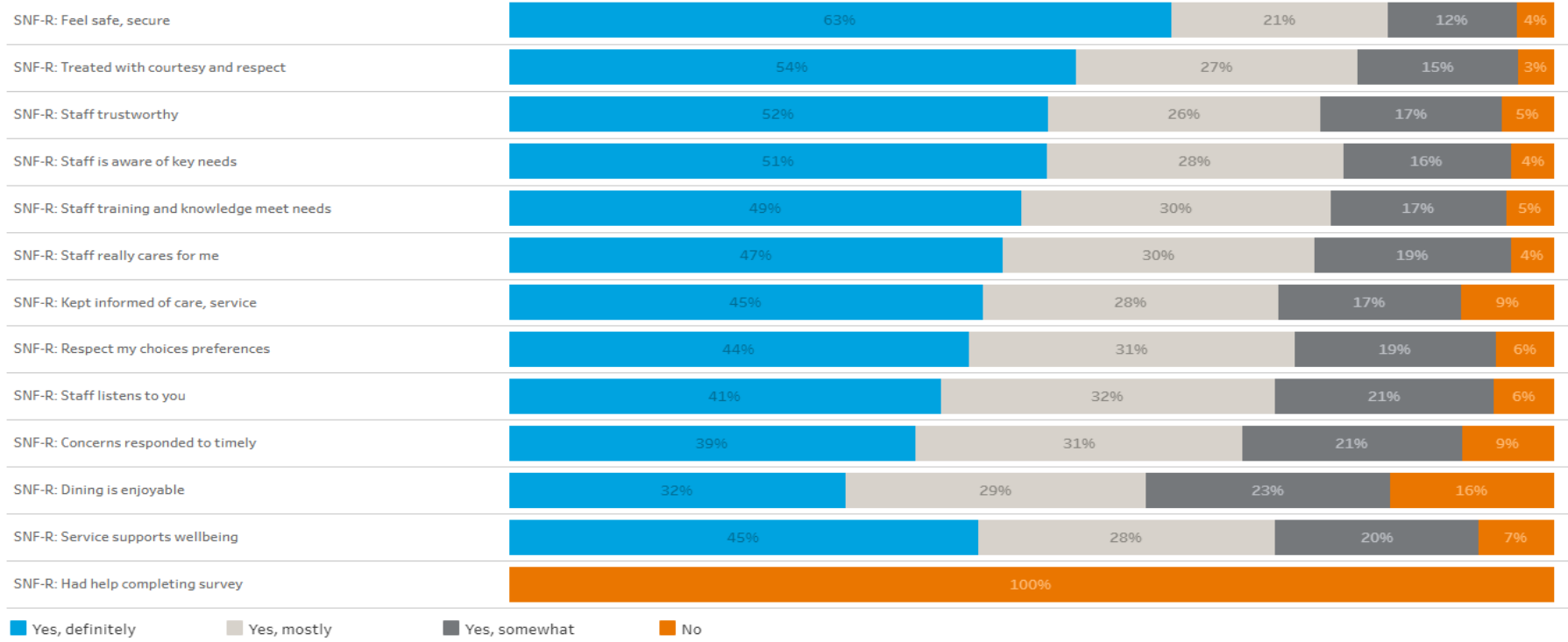
All Questions

Survey Facility

Year

SNF - Resident - SNF Resident

2020



* all percentages might not total 100% due to rounding

Priority Table

Survey Facility: SNF - Resident - SNF Resident | Year: 2020

Priority	Question ID	Question ShortText	Positive %	Respondent n-size	Correlation to Overall Rating
Low Positive % and High Correlation	59706	SNF-R: Respect my choices preferences	44.0%	8,808	0.54
	59697	SNF-R: Staff listens to you	41.3%	8,816	0.54
	60319	SNF-R: Concerns responded to timely	38.8%	8,812	0.55
High Positive % and High Correlation	60318	SNF-R: Staff training and knowledge meet needs	49.0%	8,800	0.54
	59716	SNF-R: Feel safe, secure	63.4%	8,849	0.55
	59685	SNF-R: Treated with courtesy and respect	54.2%	8,836	0.56
	59700	SNF-R: Staff really cares for me	47.2%	8,862	0.57
	59693	SNF-R: Staff trustworthy	51.5%	8,792	0.59
Low Positive % and Low Correlation	59721	SNF-R: Dining is enjoyable	32.2%	8,668	0.45
	59692	SNF-R: Service supports wellbeing	44.9%	8,759	0.47
	59710	SNF-R: Kept informed of care, service	45.3%	8,738	0.52
High Positive % and Low Correlation	59680	SNF-R: Staff is aware of key needs	51.5%	8,768	0.51

Low Positive % and High Correlation

High Positive % and High Correlation

Low Positive % and Low Correlation

High Positive % and Low Correlation

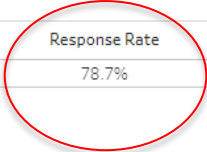
Resident Response Rate



Response Rate

Survey Facility: SNF - Resident - SNF Resident | Year: 2020

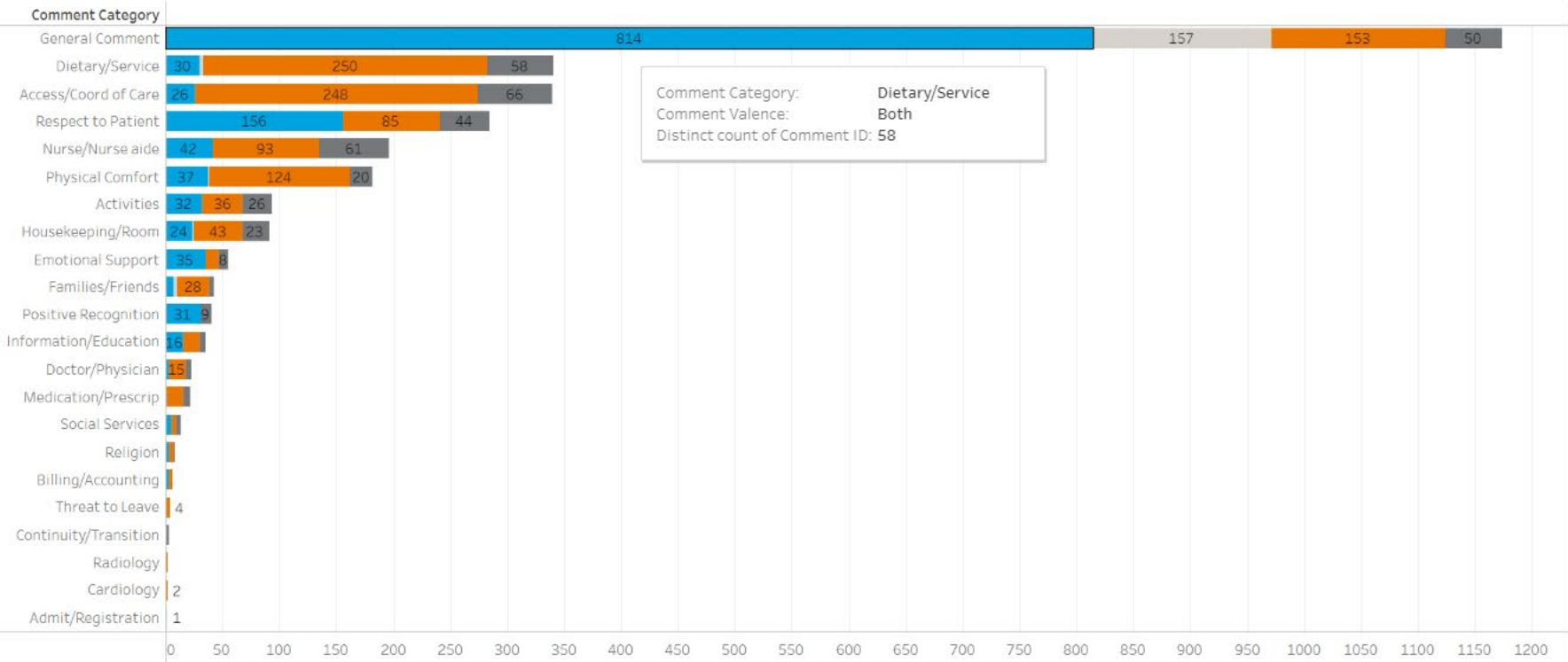
		Distributed Surveys	Undeliverable n-size	Returned Surveys	Response Rate	Facilities Participating
2020	SNF - Resident - SNF Resident	13,597	2,127	9,022	78.7%	277



Comment Summary

Survey Facility: SNF - Resident - SNF Resident | Year: 2020

■ Positive
 ■ Neutral
 ■ Negative
 ■ Both

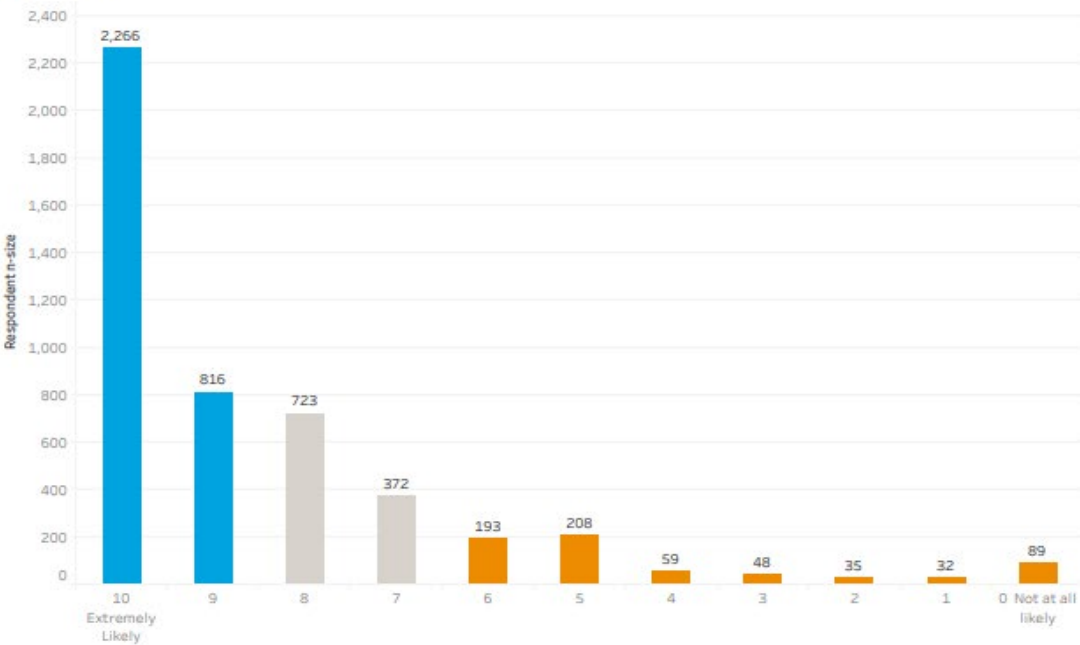
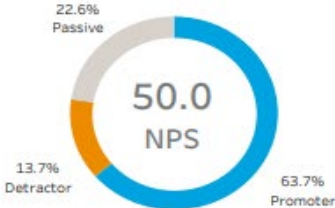


Comment Category: Dietary/Service
 Comment Valence: Both
 Distinct count of Comment ID: 58

Family Reports

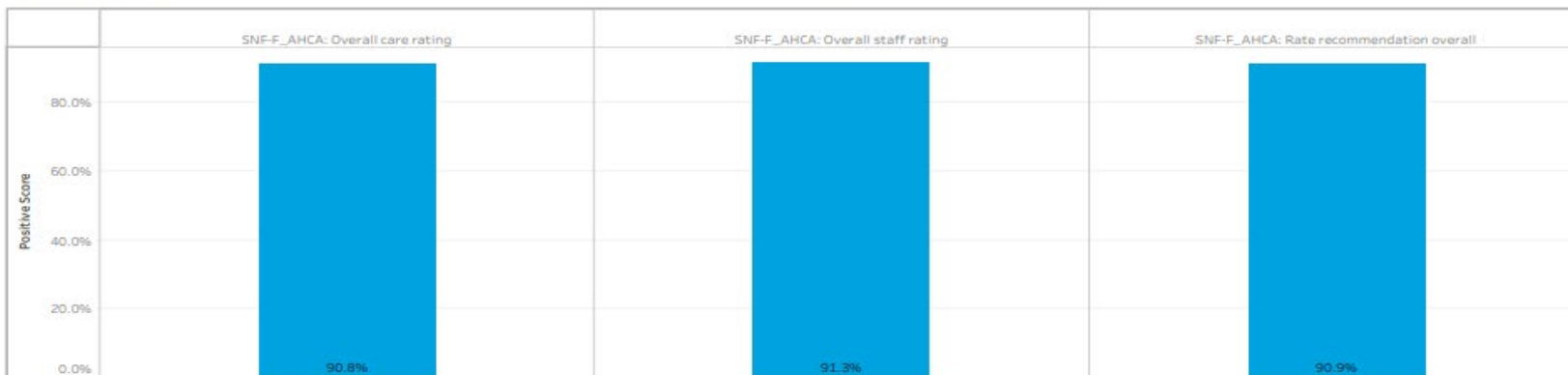
Family Net Promotor Score

How likely would you be to recommend this facility to your family and friends?



CoreQ

Year
2020



Response Breakdown

	Excellent	Very Good	Good	Average	Poor
SNF-F_AHCA: Overall care rating	41%	34%	16%	7%	2%
SNF-F_AHCA: Overall staff rating	40%	34%	16%	7%	1%
SNF-F_AHCA: Rate recommendation overall	41%	34%	15%	7%	2%

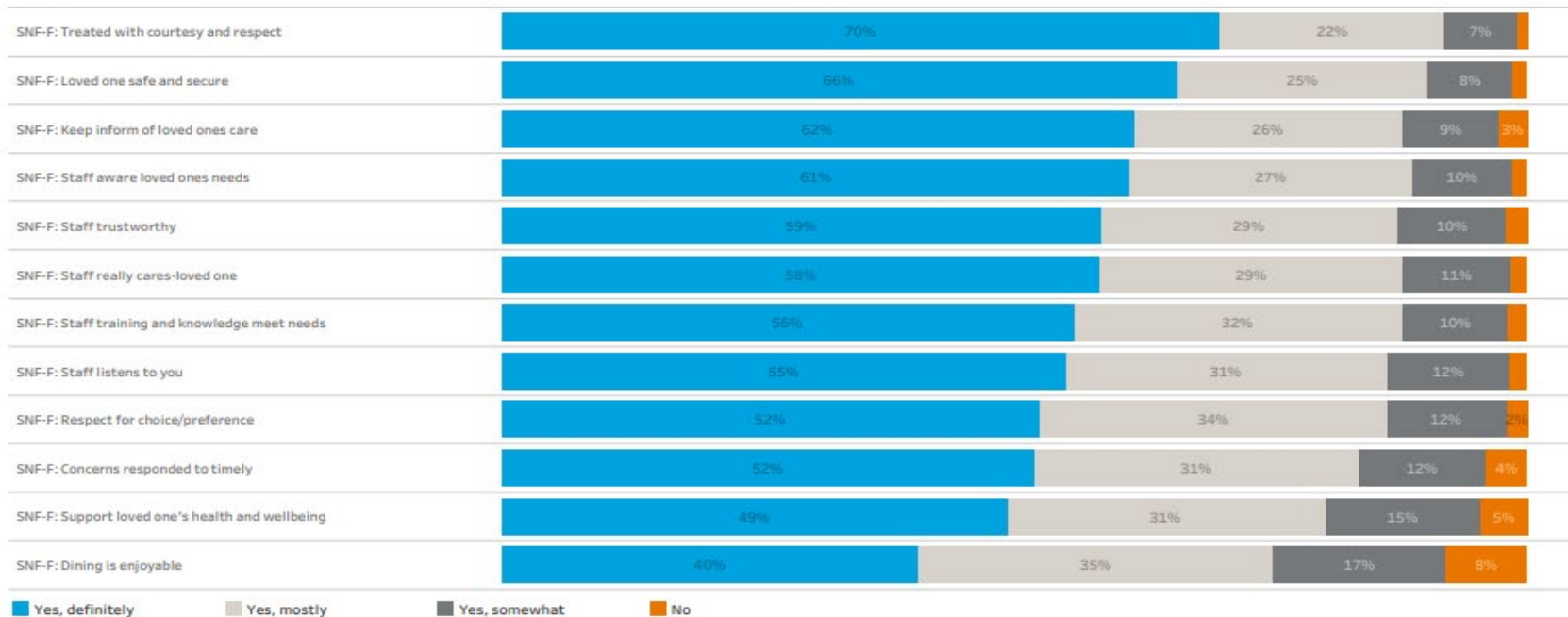
* all percentages might not total 100% due to rounding

All Questions

Survey Facility

SNF - Family - SNF Family

Year
2020



* all percentages might not total 100% due to rounding

Priority Table

Survey Facility

SNF - Family - SNF Family

Year

2020

Priority	Question ID	Question ShortText	Positive %	Respondent n-size	Correlation to Overall Rating
Low Positive % and High Correlation	60317	SNF-F: Concerns responded to timely	52.0%	4,946	0.64
	59698	SNF-F: Staff listens to you	55.1%	4,940	0.64
	59704	SNF-F: Respect for choice/preference	52.4%	4,906	0.65
	60315	SNF-F: Staff training and knowledge meet needs	55.8%	4,908	0.65
High Positive % and High Correlation	59702	SNF-F: Staff really cares-loved one	58.3%	4,939	0.67
	60316	SNF-F: Loved one safe and secure	65.8%	4,942	0.70
	59694	SNF-F: Staff trustworthy	58.5%	4,929	0.71
Low Positive % and Low Correlation	59722	SNF-F: Dining is enjoyable	40.5%	4,659	0.54
	60343	SNF-F: Support loved one's health and wellbeing	49.3%	4,815	0.56
High Positive % and Low Correlation	59712	SNF-F: Keep inform of loved ones care	61.6%	4,926	0.62
	59682	SNF-F: Staff aware loved ones needs	61.2%	4,934	0.62
	59686	SNF-F: Treated with courtesy and respect	69.9%	4,943	0.63

Low Positive % and High Correlation

High Positive % and High Correlation

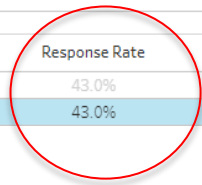
Low Positive % and Low Correlation

High Positive % and Low Correlation

Family Response Rate

Survey Facility: (All) Year: 2020

		Distributed Surveys	Undeliverable n-size	Returned Surveys	Response Rate	Facilities Participating
2020	SNF - Family - Georgia Health Care Assn SNF-F Overall	13,222	1,581	5,001	43.0%	278
	SNF - Family - SNF Family	13,222	1,581	5,001	43.0%	278



Employee Reports

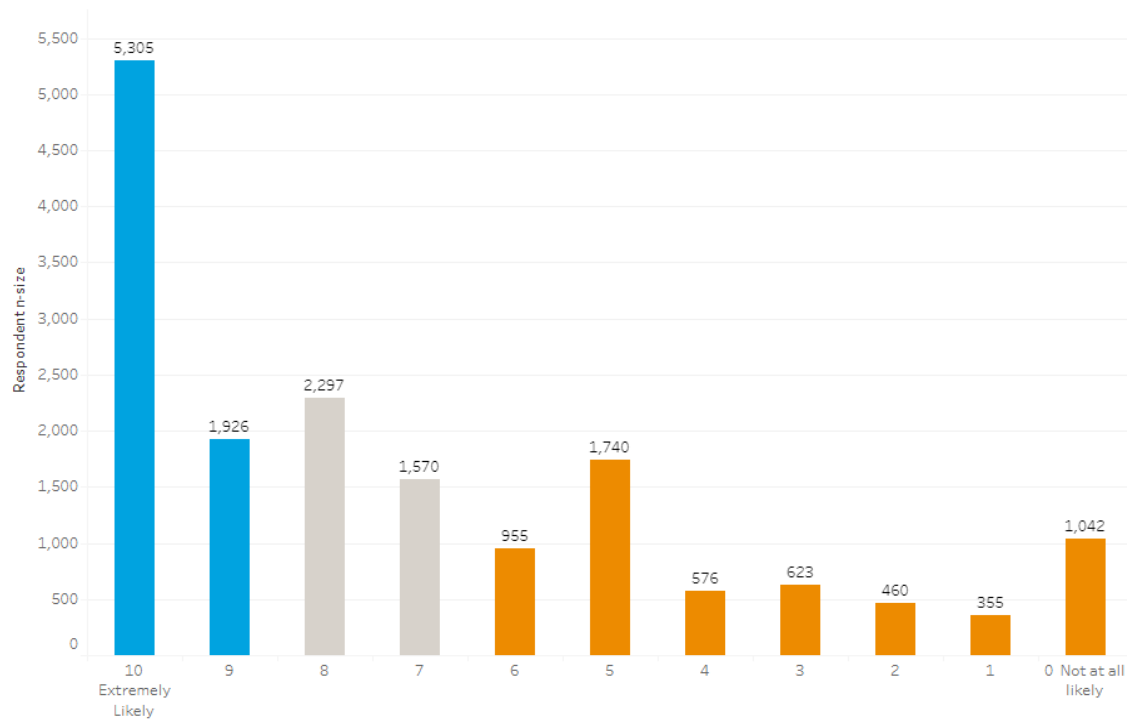
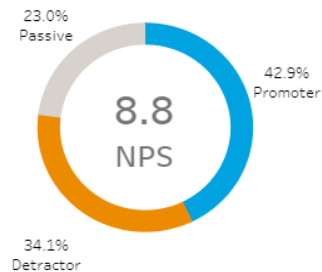
Survey Facility

Year

Employee - SNF Employee - 284503

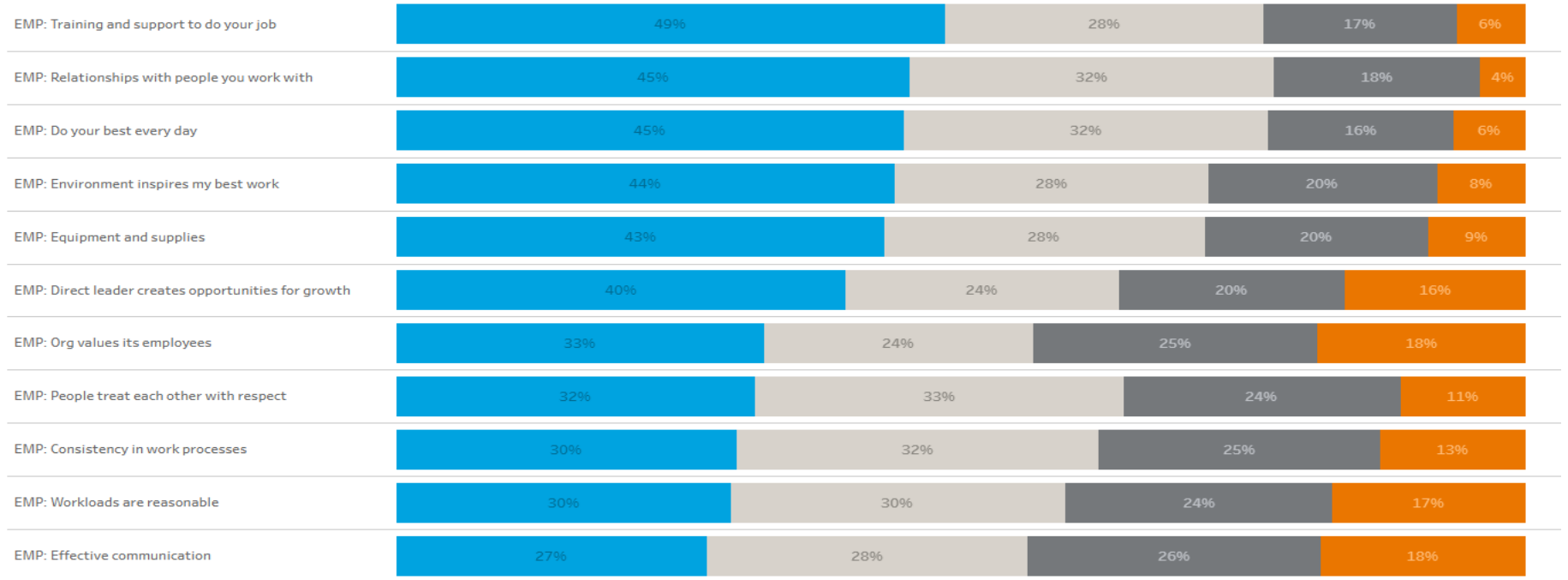
2020

Where 0 is the least likely and 10 is the most likely, how likely are you to recommend this organization to others as a place to work?



All Questions

Survey Facility: Year:



■ Yes, definitely
 ■ Yes, mostly
 ■ Yes, somewhat
 ■ No

* all percentages might not total 100% due to rounding

Employee Response Rate



Response Rate

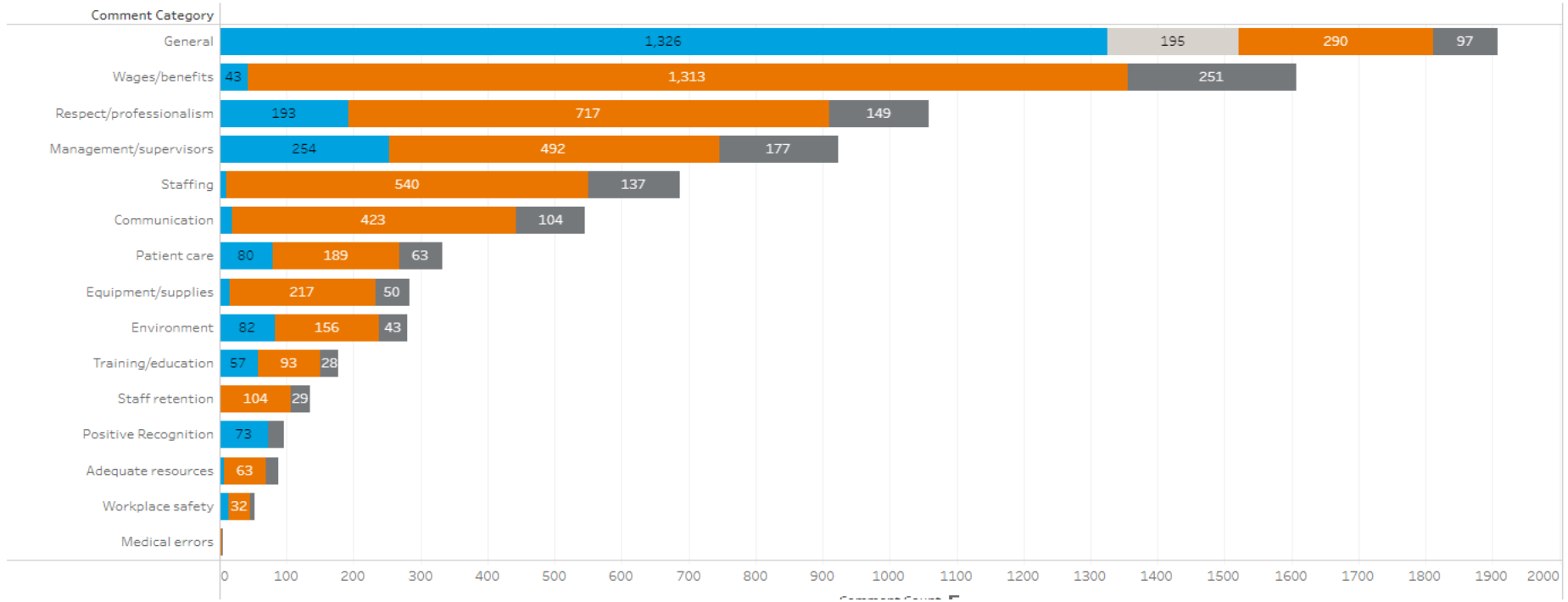
Survey Facility: (All) Year: 2020

		Distributed Surveys	Undeliverable n-size	Returned Surveys	Response Rate	Facilities Participating
2020	Georgia Health Care Assn Employee Overall	26,963	3,605	17,012	72.8%	277
	SNF Employee	26,932	3,598	16,990	72.8%	277

Comment Summary

Survey Facility: Year:

Positive Neutral Negative Both



What's next

- What are you going to do?
- Post survey follow-up
- Communicate your results
- Action Planning
- Implement Action Plan

GHCA QIP Program

- 2021 Incentives will be based on the CoreQ recommendation question
- In recommending this facility to your friends and family, how would you rate it overall?
- Resident and Family data combined
- Top3 Box responses (Excellent, Very Good, Good)

ABC Health Care Center

State Provider Number:
000000000

100 Hospital Drive PO Box 0000
Any Town GA 00000

Quarterly Quality Incentive Report

View a description of these measures online at <http://www.gnha.org/DCH.pdf>

Data: 3rd Quarter 2019

Effective: Jan 1, 2020

Criteria	Facility Score	Thresholds	Point Earned	Total Points
4 Non-Clinical Measures via My InnerView data				
Resident/Family satisfaction	2015 / 83.3%	In 2014 to current / 87.6%	0	3
Employee satisfaction	September 2019	In 2014 to current	1	
RN/LVN Stability	81.7%	70.2%	1	
CNA/NA Stability	70.0%	64.8%	1	
6 Clinical Measures via CMS or My InnerView data				
CMS High Risk Pressure Sores	10.4%	6.8%	0	3
CMS Physical Restraints	2.2%	0.8%	0	
CMS Long Stay Pain	2.7%	9.3%	1	
CMS Flu Vaccine	99.0%	95.4%	1	
CMS Falls w/Major Inj.	3.2%	3.2%	1	
CMS Pressure Sores - New/Worsened	5.1%	1.5%	0	

QUALITY INCENTIVE ADD-ON

2%

QIP Report

A facility is eligible for an award based on the following:

1. Participation in My InnerView Family or Resident Satisfaction Survey after January 1, 2019.
2. Then, to earn the 1% add-on, a facility must score at least one point from the four Non-Clinical measures, one point from the six Clinical measures, and a third point from either the Clinical or Non-Clinical measures.
3. To earn the 2% add-on, a facility must score at least one point from the four Non-Clinical measures, three points from the six Clinical measures, and the remaining two points from either the Clinical or Non-Clinical measures.



Reminder

- My InnerView portal is sunseting Dec 31
- No access will be available after this month
- Save any reports/data you will need for the future
- Quality Metrics are being collected via email link

Teresa Costello

tmcostello@nrchealth.com

Customer Support contact:

georgiahealthcaresupport@nrchealth.com

888-343-2851 option#2