

ASHTABULA COUNTY NURSING AND REHABILITATION CENTER

**DOMAIN SATISFACTION SCORE
HIGH TO LOW**

CARE AND SERVICES

MOVING IN

ENVIRONMENT

CAREGIVERS

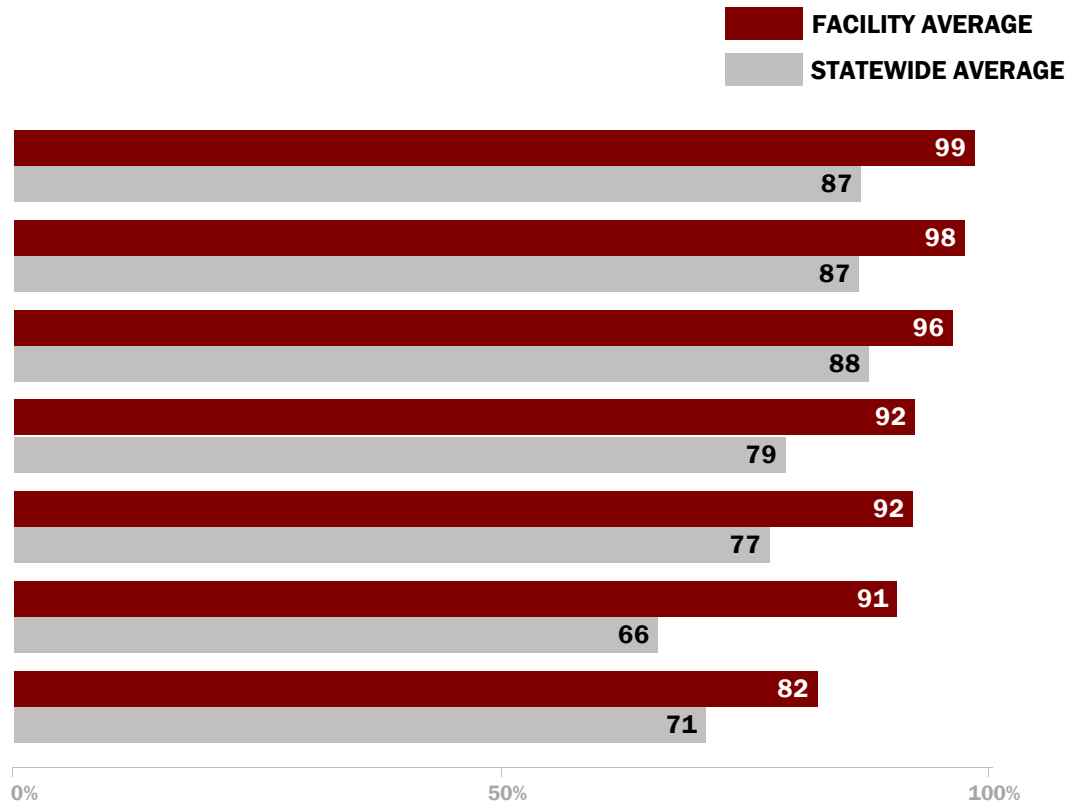
FACILITY CULTURE

MEALS AND DINING

SPENDING TIME

**Nursing Home Resident Satisfaction Survey 2017
Final Results**

The Ohio Department of Aging and the Office of the State Long-Term Care Ombudsman conduct a biennial satisfaction survey of residents in long-term care facilities to measure satisfaction with their quality of care and quality of life. Developed by the Scripps Gerontology Center at Miami University of Ohio, the survey was administered from August to December 2017 by Vital Research using structured, face-to-face interviews with residents.



Scores represent percent of positive resident responses for each item.

AVERAGE AGE OF RESIDENT

FACILITY 81 STATEWIDE 78

OVERALL SATISFACTION SCORE

FACILITY 91.5 STATEWIDE 77.8

INTERVIEWS COMPLETED

FACILITY	28	STATEWIDE	22,815
LONG-TERM	23	LONG-TERM	19,396
SHORT-TERM	5	SHORT-TERM	3,419

27 FACILITY INTERVIEWS TO MEET +/- 10% MARGIN OF ERROR

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FACILITY INDICATORS RANKED LOW TO HIGH

Did you feel warmly welcomed as a new resident?

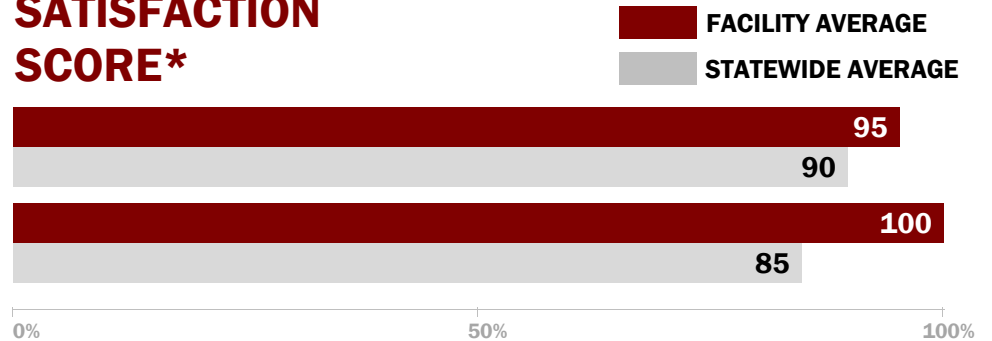
Were you given enough help to learn how things work here?

DOMAIN: MOVING IN

OVERALL DOMAIN SATISFACTION SCORE

FACILITY 97.6 STATEWIDE 86.8

SATISFACTION SCORE*



Scores represent percent of positive resident responses for each item.

* Results based on residents who responded "Yes" to Do you remember what it was like when you first moved in here?

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FACILITY INDICATORS RANKED LOW TO HIGH

- Do the people who work here keep you connected to the community?
- Do you spend too much time waiting for things?
(Score shows percentage of residents answering "No.")
- Do you have something to look forward to most days?
- Do you like the activities that are provided here?
- Does the nursing home [or facility name] provide enjoyable things to do on the weekends?
- Do you usually enjoy how you spend your time?
- Are you given plenty of opportunities to do things that are meaningful to you?

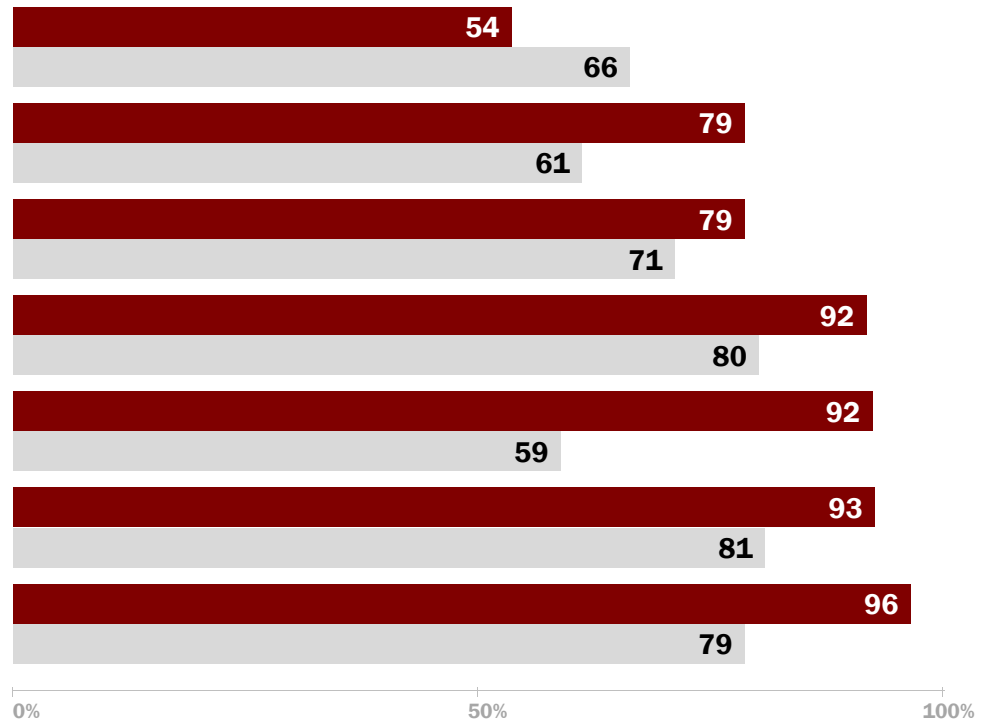
DOMAIN: SPENDING TIME

OVERALL DOMAIN SATISFACTION SCORE

FACILITY 82.3 STATEWIDE 71.0

SATISFACTION SCORE

█ FACILITY AVERAGE
█ STATEWIDE AVERAGE



Scores represent percent of positive resident responses for each item.

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DOMAIN: CARE AND SERVICES

OVERALL DOMAIN SATISFACTION SCORE

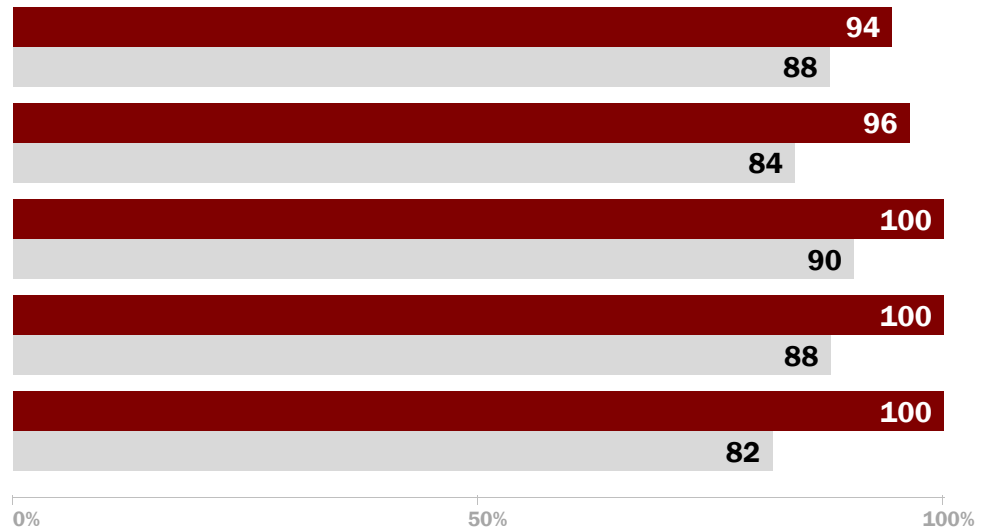
FACILITY 98.6 STATEWIDE 86.8

FACILITY INDICATORS RANKED LOW TO HIGH

SATISFACTION SCORE*

FACILITY AVERAGE
 STATEWIDE AVERAGE

- Did (Do) the therapists help you set goals?
- Are your preferences about daily routines carried out?
- Do the people who work here give you enough time to do the things you can do for yourself?
- Did (Does) the therapy help you meet your goals?
- Did (Do) you know who to speak to about your therapy progress?



Scores represent percent of positive resident responses for each item.

* Results based on residents who responded “Yes” to Have you gotten or are you getting special therapies, like physical therapy, occupational therapy or speech therapy, while living at this nursing home?

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DOMAIN: CAREGIVERS

OVERALL DOMAIN SATISFACTION SCORE

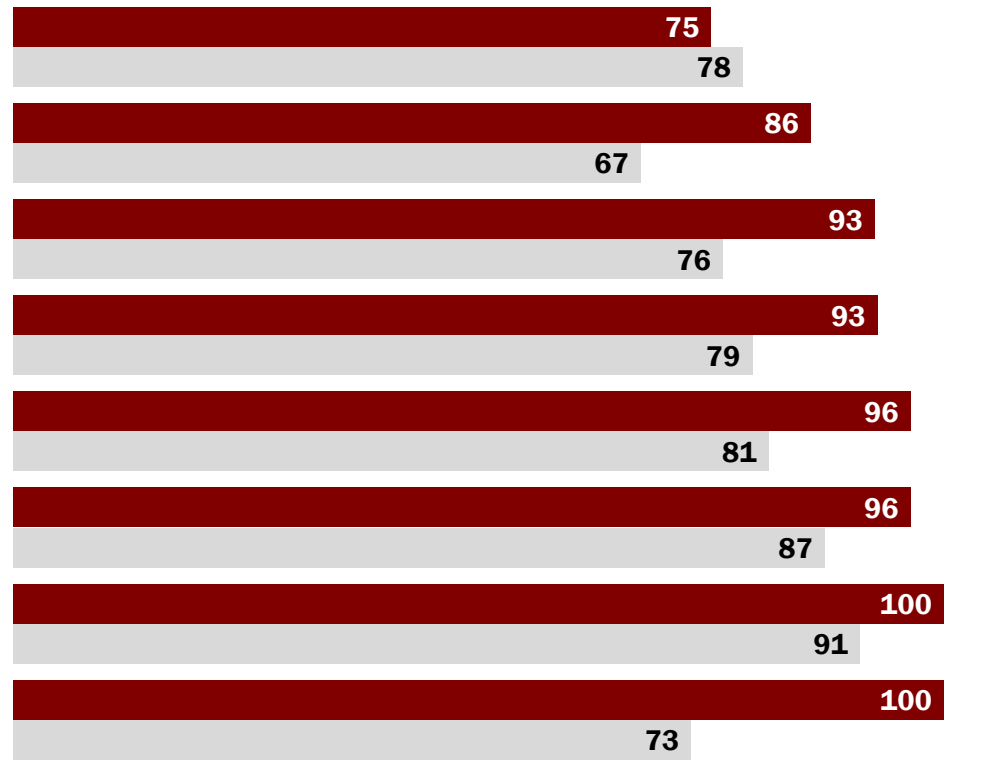
FACILITY 92.4 STATEWIDE 79.2

FACILITY INDICATORS RANKED LOW TO HIGH

SATISFACTION SCORE

■ FACILITY AVERAGE
■ STATEWIDE AVERAGE

- Do the same people take care of you most of the time?
- Do the people who work here come quickly anytime you call or ask for help?
- Do the people who work here ever get angry at you? (Score shows percentage of residents answering "No.")
- Do the people who work here tell you what they are doing when they care for you?
- Do the people who work here do things the way you want them done?
- Are the people who work here knowledgeable about your medical conditions and treatments?
- Are the people who work here gentle with your care?
- Do the people who work here check on you often enough to see if you need anything?



0% 50% 100%
 Scores represent percent of positive resident responses for each item.

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DOMAIN: MEALS AND DINING

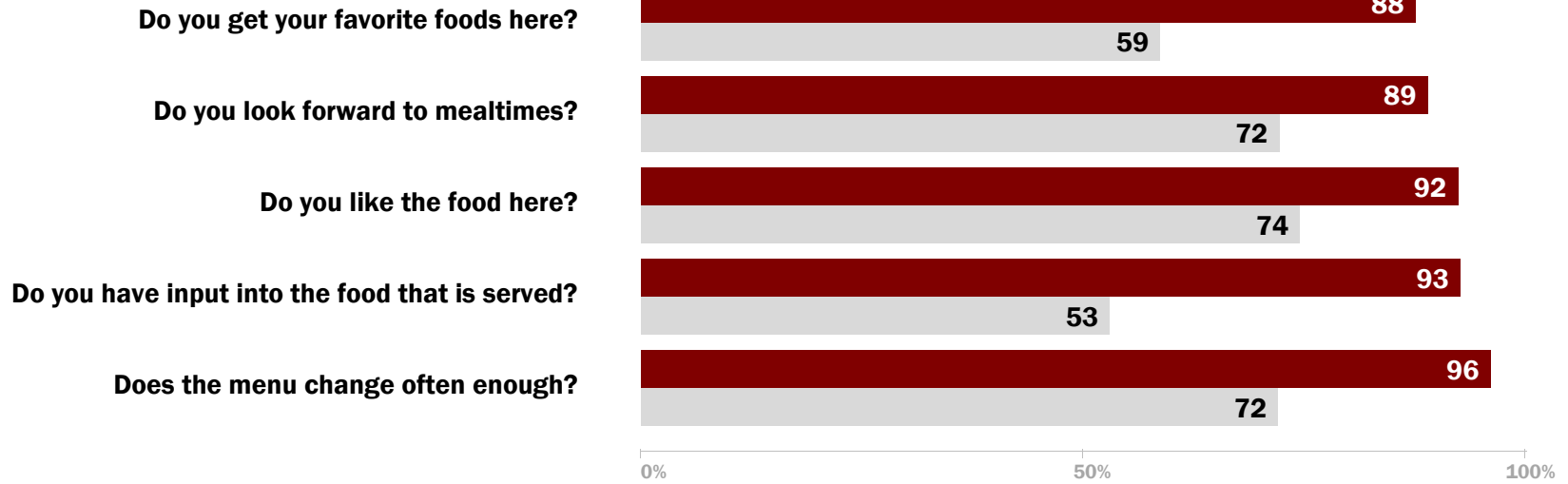
OVERALL DOMAIN SATISFACTION SCORE

FACILITY 90.7 STATEWIDE 66.1

FACILITY INDICATORS RANKED LOW TO HIGH

SATISFACTION SCORE

FACILITY AVERAGE
 STATEWIDE AVERAGE



Scores represent percent of positive resident responses for each item.

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DOMAIN: ENVIRONMENT

OVERALL DOMAIN SATISFACTION SCORE

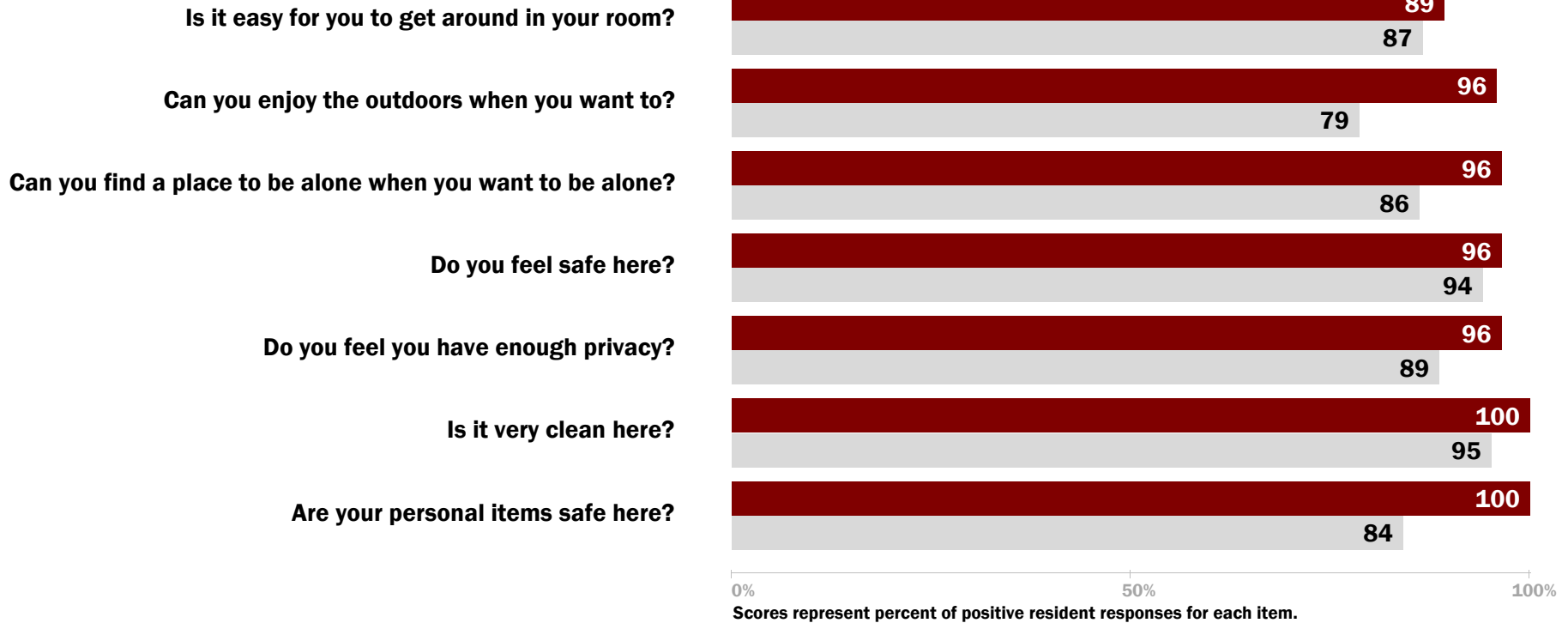
FACILITY 96.3

STATEWIDE 87.8

FACILITY INDICATORS RANKED LOW TO HIGH

SATISFACTION SCORE

FACILITY AVERAGE
 STATEWIDE AVERAGE



ASHTABULA COUNTY NURSING AND REHABILITATION CENTER

DOMAIN: FACILITY CULTURE

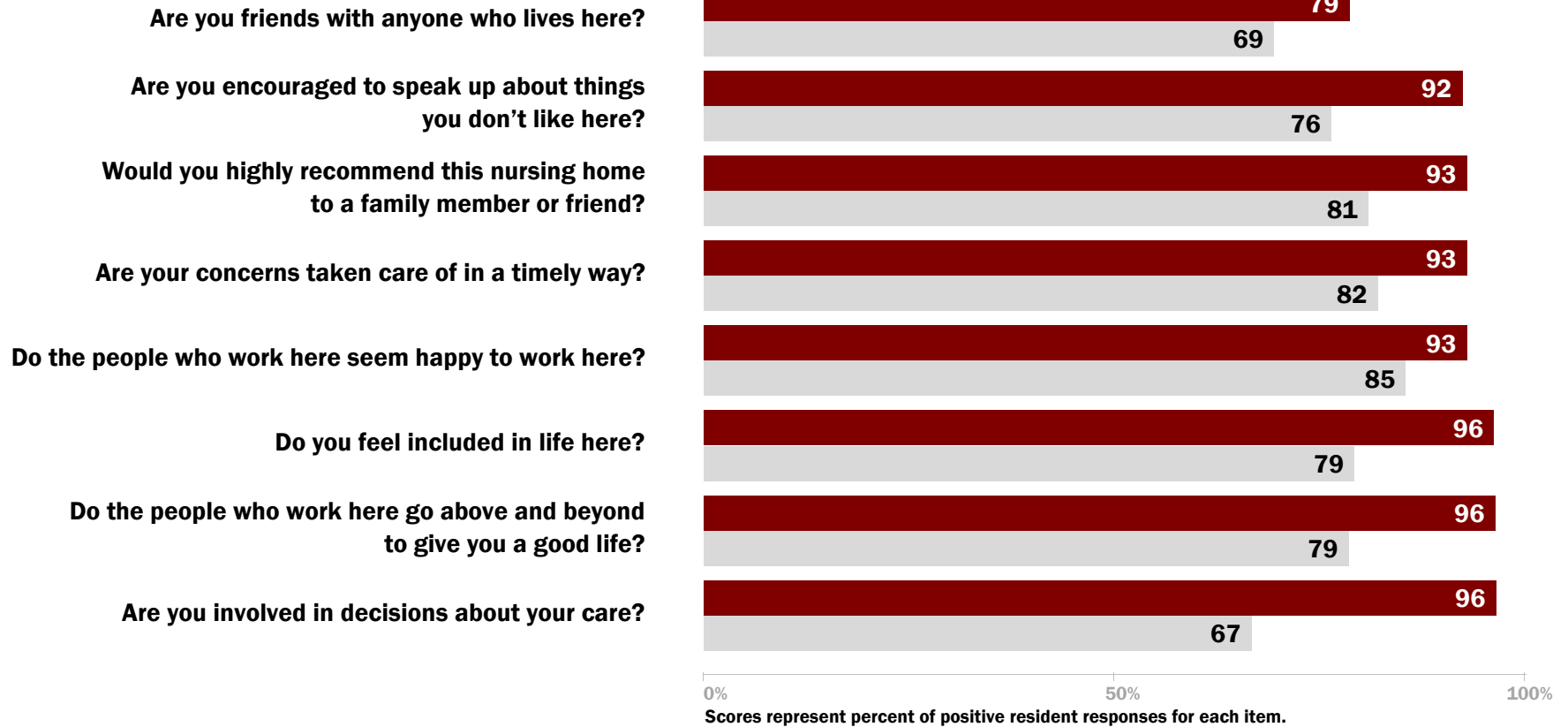
OVERALL DOMAIN SATISFACTION SCORE

FACILITY 92.3 STATEWIDE 77.4

FACILITY INDICATORS RANKED LOW TO HIGH

SATISFACTION SCORE

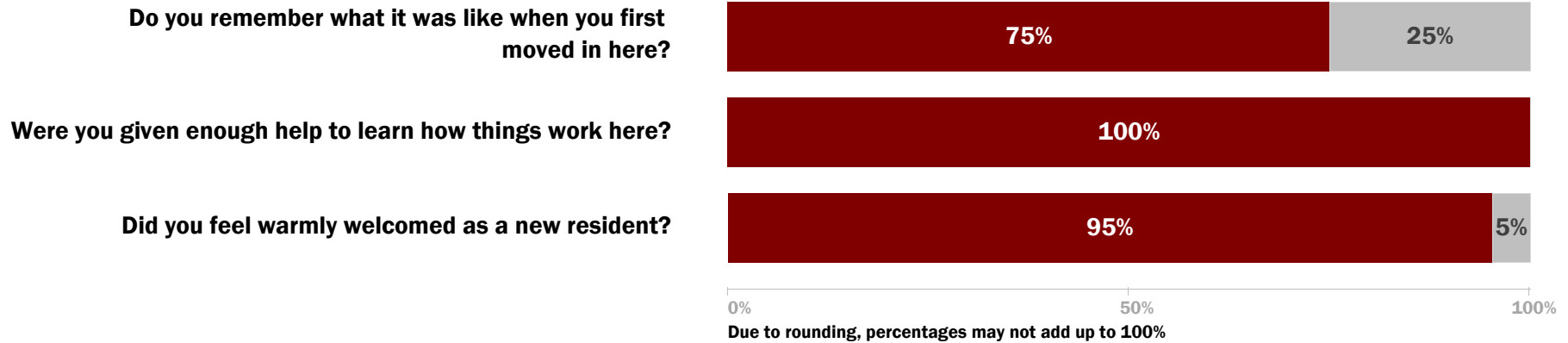
■ FACILITY AVERAGE
■ STATEWIDE AVERAGE



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A CLOSER LOOK: MOVING IN

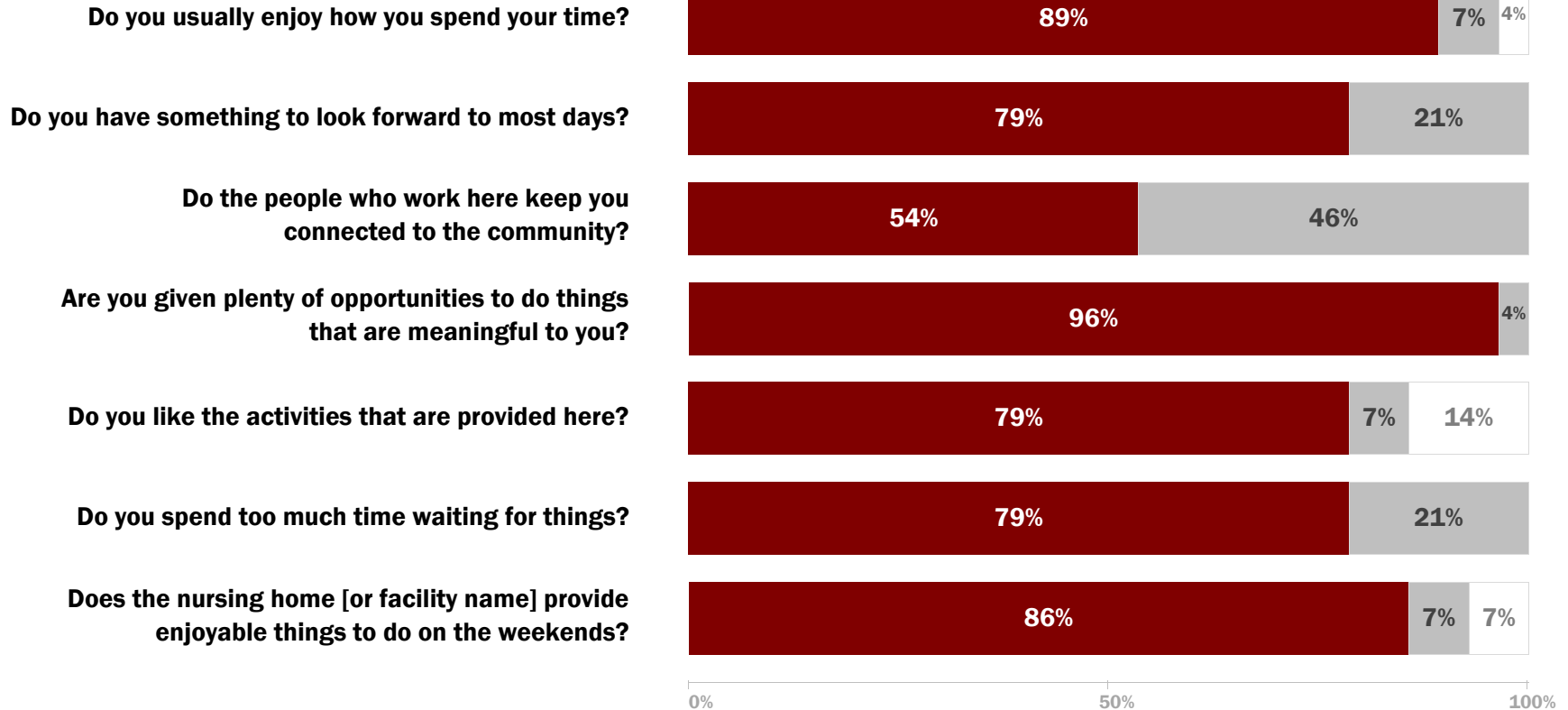
YES NO DON'T KNOW



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A CLOSER LOOK: SPENDING TIME

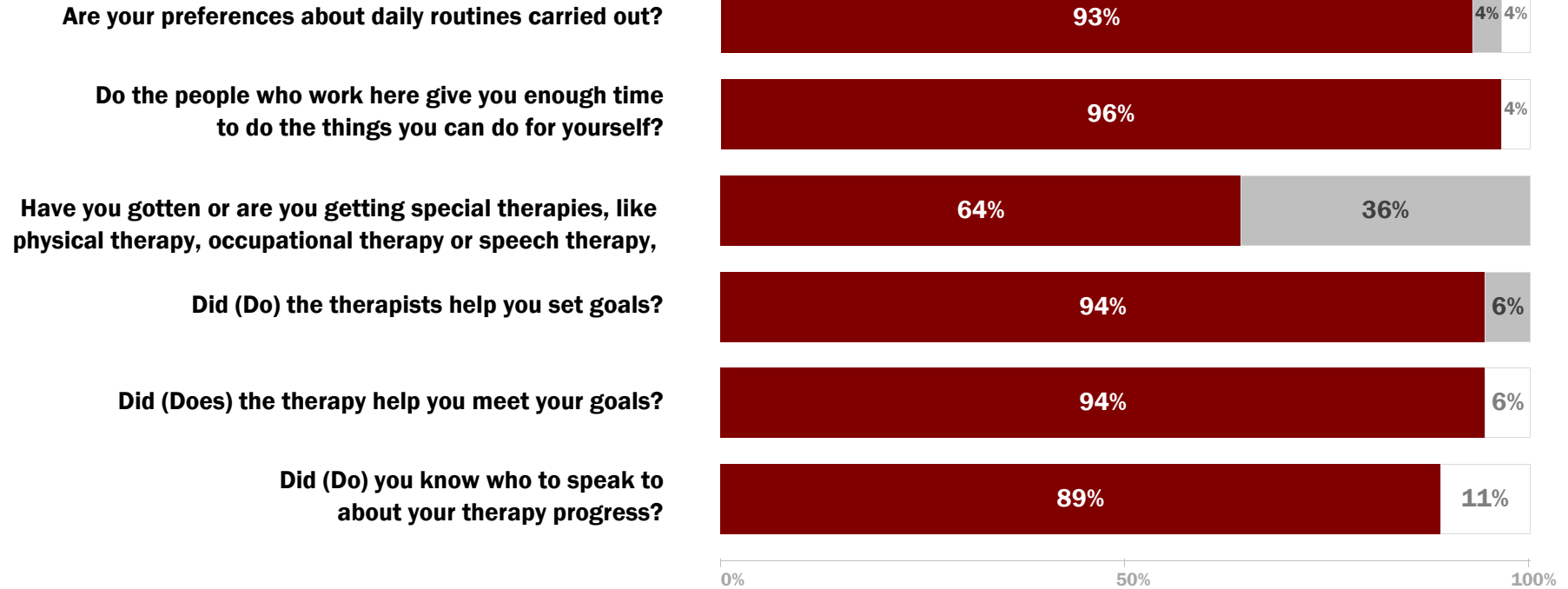
YES NO DON'T KNOW



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A CLOSER LOOK: CARE AND SERVICES

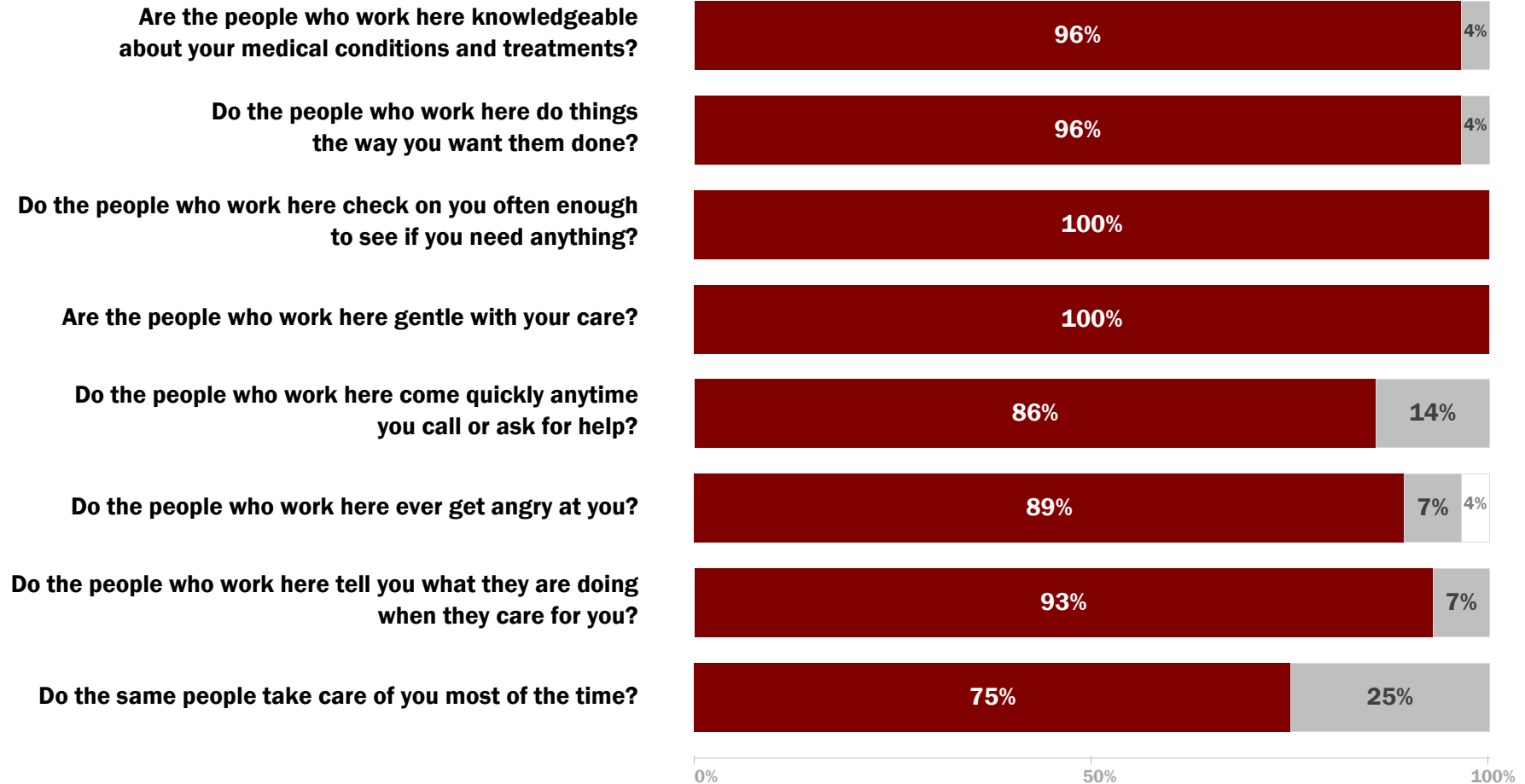
YES NO DON'T KNOW



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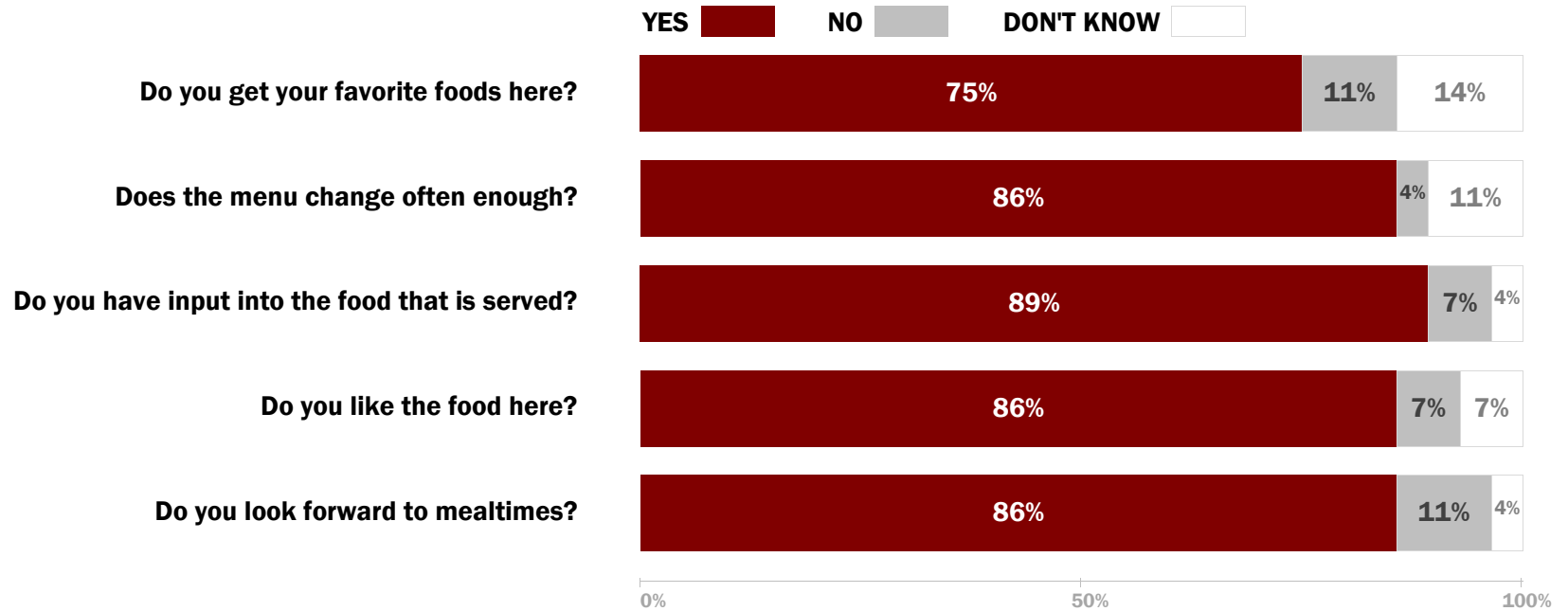
A CLOSER LOOK: CAREGIVERS

YES NO DON'T KNOW



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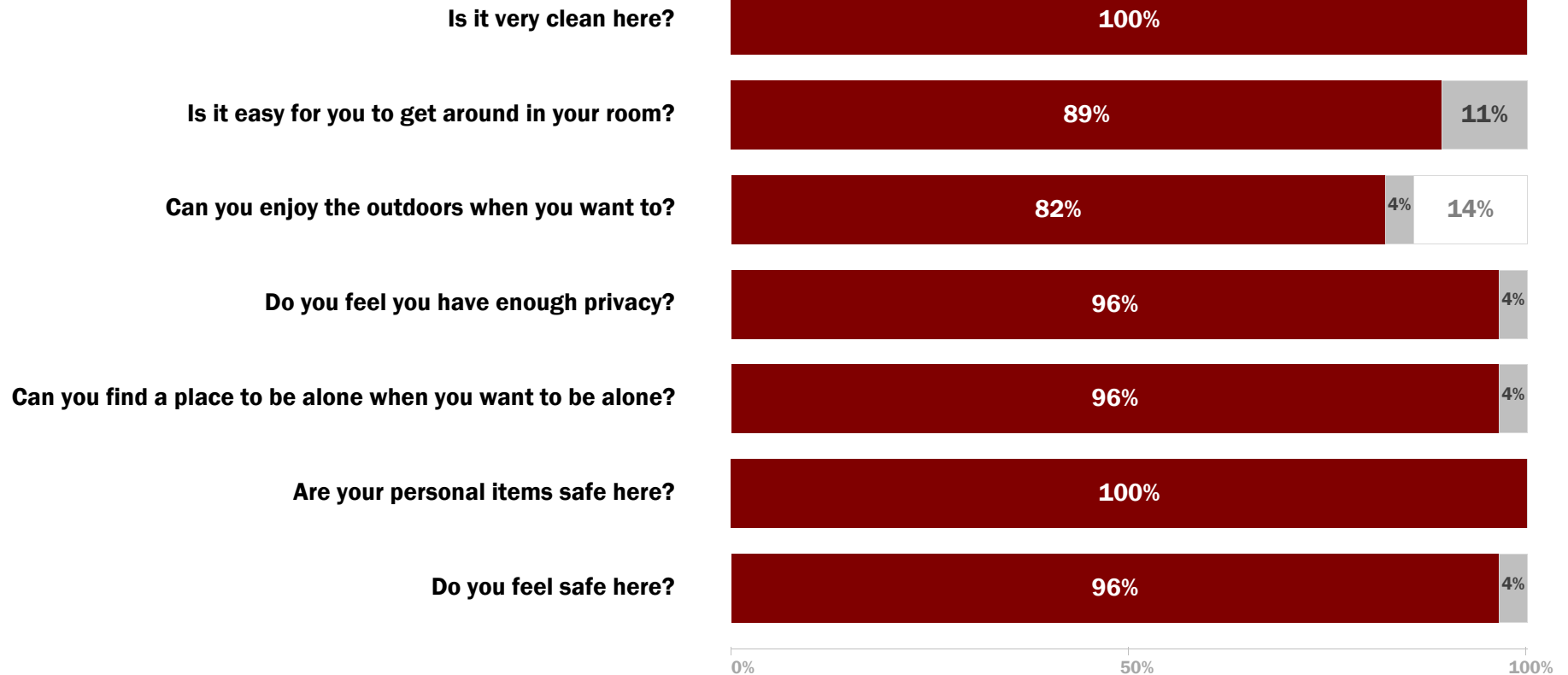
A CLOSER LOOK: MEALS AND DINING



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A CLOSER LOOK: ENVIRONMENT

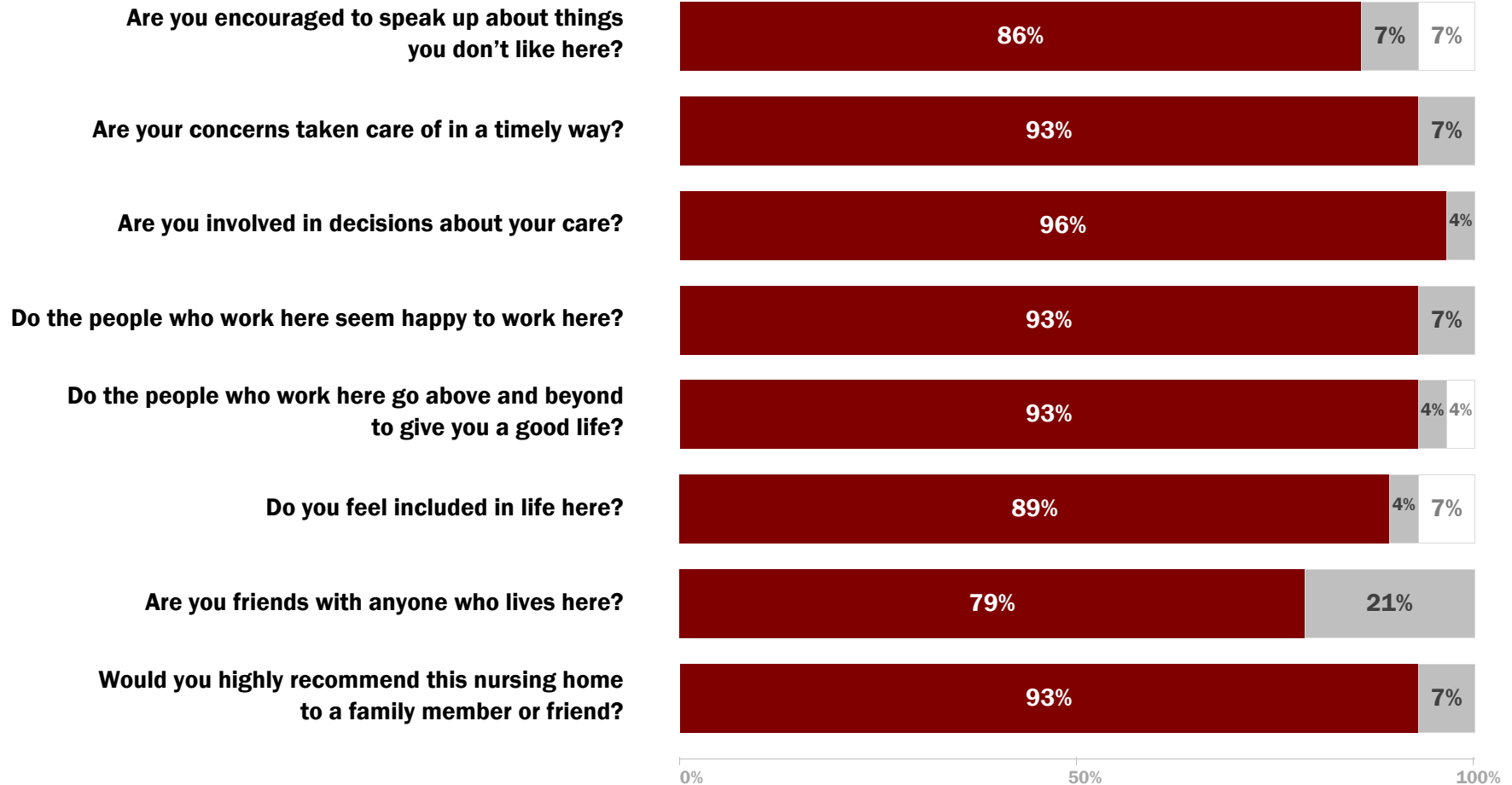
YES NO DON'T KNOW



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A CLOSER LOOK: FACILITY CULTURE

YES NO DON'T KNOW

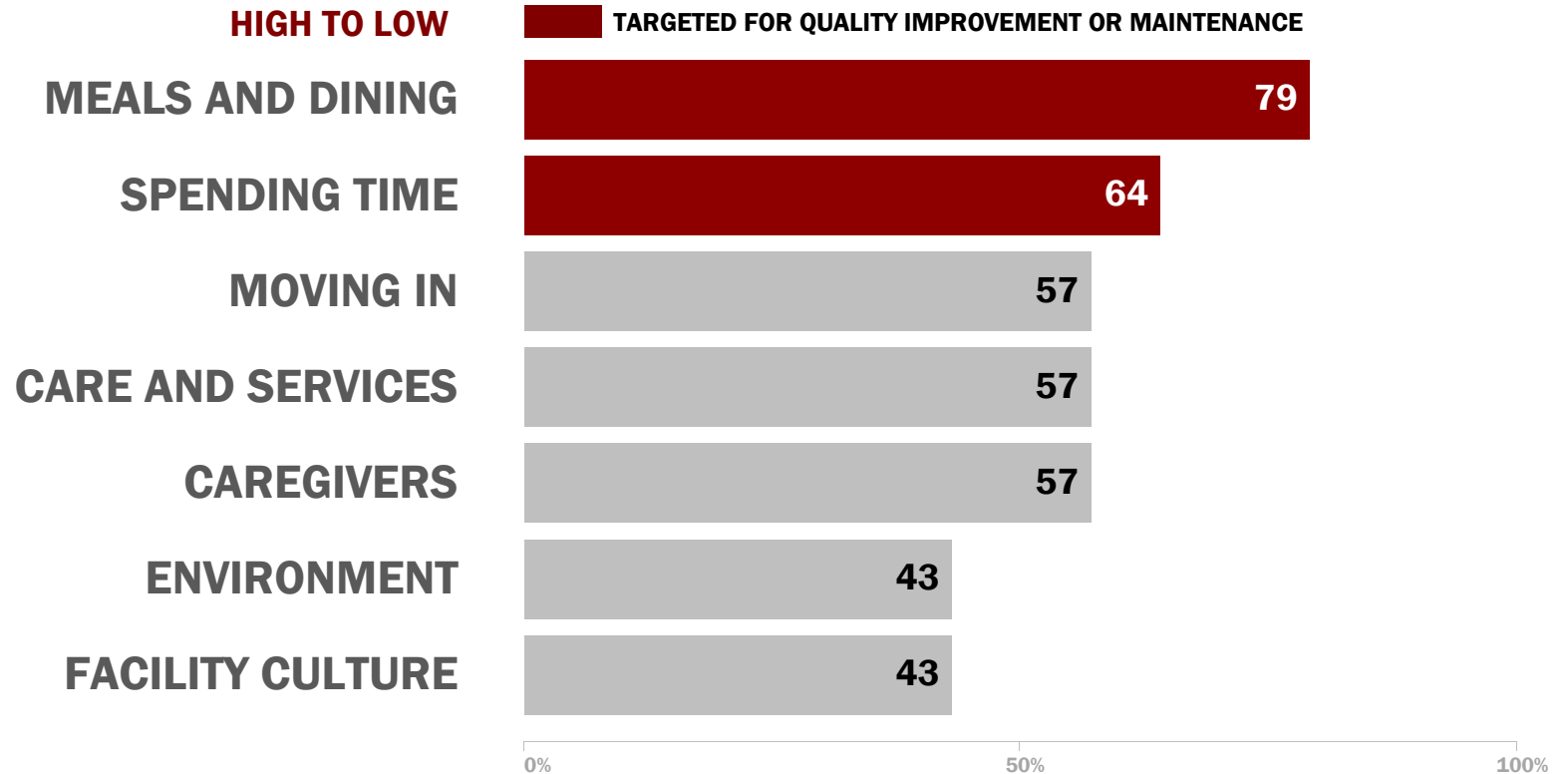


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PRIORITY INDEX

The Priority Index (PI) is a tool designed to help facilities focus quality improvement efforts on areas that matter most to residents. PI scores range between 0 and 100. Calculations are based on domain and item satisfaction scores that are closely related to overall satisfaction scores and are relatively low in comparison to other domain or item scores. The higher the PI rating the more room for improvement or importance to maintaining quality.

PRIORITY INDEX DOMAIN SCORES HIGH TO LOW

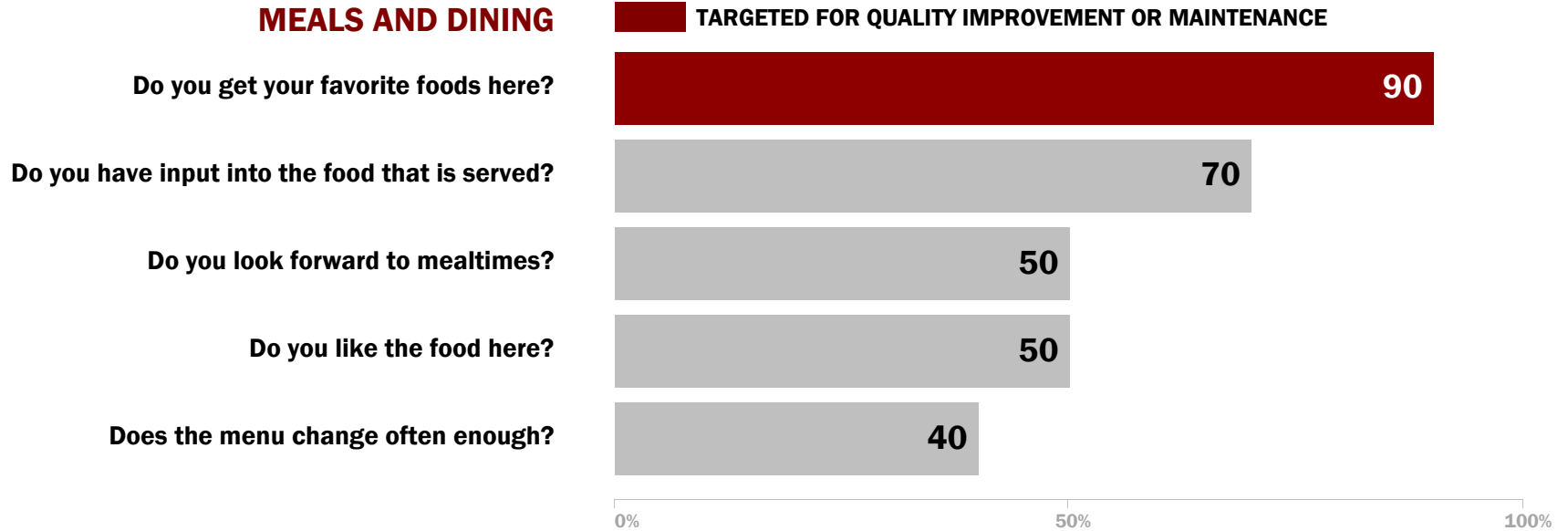


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PRIORITY INDEX ITEM SCORES

A Priority Index score was calculated for each item within each targeted domain. Items highlighted in red show the most room for improvement or are most important for quality maintenance.

MEALS AND DINING



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PRIORITY INDEX ITEM SCORES

A Priority Index score was calculated for each item within each targeted domain. Items highlighted in red show the most room for improvement or are most important for quality maintenance.

SPENDING TIME

TARGETED FOR QUALITY IMPROVEMENT OR MAINTENANCE

