

Maryland's Experience With the Short-Stay Instrument

Track: CAHPS Surveys of Long-Term Care
Session: Development and Implementation of
the CAHPS Nursing Home Surveys
Date & Time: April 21, 2010, 9:30 am
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12th CAHPS and 2nd SOPS
User Group Meeting
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Who are We?

- ❖ The Maryland Health Care Commission plays a key role in developing health policy options through data collection, research, analysis and reporting with a focus on performance, improving quality, addressing costs of care, and increasing access to the fully insured and small group market.
- ❖ The Commission has the leadership role in addressing health care disparities in Maryland

Who are We?

- ❖ MHCC has been a leader in quality reporting for hospitals, nursing homes, HMOs, PPOs and EPOs since 1995
- ❖ Maryland Health Care Commission mission statement includes “providing consumers with better information to make better (health care) choices.”
Transparency is our mantra

Why A Short Stay Survey in Maryland ?

- ❖ Improve information provided to support consumer choice of a nursing home
- ❖ Increasing numbers of short stay discharges overall. A forecasted trend though the year 2030
 - 40,000 short stay discharges annually
 - Preference for care in-home

Why A Short Stay Survey in Maryland ?

- ❖ Some nursing homes have significant numbers of short stay residents
 - Rehabilitation specialty
 - Hospital-based
- ❖ Positive experience with nursing home family survey

Why A Short Stay Survey in Maryland ?

- ❖ Some nursing homes have significant numbers of short stay residents
 - Rehabilitation specialty
 - Transitional care units - nursing home beds located in hospitals
- ❖ Positive experience with nursing home family survey



Why A Short Stay Survey in Maryland ?

MHCC collaborated with AHRQ and the CAHPS team to pilot the short stay resident survey instrument under development with AHRQ providing the analysis

Why A Short Stay Survey in Maryland ?

❖ Benefits

- Expanded testing of short stay instrument
 - Analysis by CAHPS Team
 - Preliminary data for a subset of Maryland Nursing Homes
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- ## ❖ Use the administration infrastructure established for the family survey

Pre-survey Preparation

- ❖ Maryland MDS data used to determine nursing homes with average of 25 or more short stay discharges monthly
 - 81 facilities(of 238) met the criteria
- ❖ Contacting Facilities - MHCC sent a letter to the 81 facilities to introduce the short stay survey

Pre-survey Preparation

- ❖ Information packet mailed to:
 - collect facility information
 - identify a contact for each facility
 - provide instructions on how to compile a list of residents
 - detail the timeline for submission of the list
- ❖ Phone calls made to each nursing home to answer questions, clarify information, and establish date for sending the list.
- ❖ Corporate offices contacted if needed or requested.



Distribution of Maryland Nursing Homes by type of survey

66 facilities – family & short stay resident survey

9 facilities – short stay resident survey only

157 facilities – family survey only

6 facilities – closed

238 total licensed nursing homes



Determining Eligible Residents

- ❖ Lists of discharged residents requested to be submitted on the same schedule and in a similar format (with the addition of discharge date) as the designated responsible party lists for long stay nursing home residents

Determining Eligible Residents (cont)

- ❖ Intake date
- ❖ Discharge date
- ❖ Payment source
- ❖ Contact information
 - Address to which discharged
 - Phone number

Determining Eligible Residents (cont)

Inclusions:

- ❖ Resident stay of 5-90 days
- ❖ Resident discharged home in last two months

Exclusions:

- ❖ Respondent discharged or transferred to nursing home or hospital
- ❖ Resident deceased
- ❖ Resident in nursing home with five or fewer short stay residents in prior two months

Survey mailed to all residents meeting the criteria

Survey Distribution

Short Stay Discharged Resident Records Included in Mailing List	4,293
Eligible Short Stay Discharged Residents but Not Included in Mailing List	
Respondent address is outside US	2
Missing address information	80
Respondent was a resident at more than one Maryland facility (respondents were sent survey only for most recent stay)	25
Total eligible short stay discharge resident records not included in mailing list	107
Ineligible Records	
Resident stay was at a facility with < 5 short stay residents in the prior two months	4
Respondent was a resident in a Maryland nursing facility or hospital, or contact address was a Maryland nursing facility or hospital	252
Resident Deceased	52
Total Ineligible Records	308
Total	4,708

Administration Protocol

- ❖ Request list of eligible discharged residents from nursing homes
- ❖ Compile sample
- ❖ Mail survey to all eligible potential respondents
- ❖ Mail reminder postcard
- ❖ Mail second survey
- ❖ Follow up reminder phone call
- ❖ Mail another survey if needed
- ❖ Response time: 11 weeks from mid September to early December

Survey Mailing Results

- ❖ 4,293 eligible residents in final mailing list
 - 306 undeliverable by post office
- ❖ 2,030 returned
 - 171 blank
- ❖ First year response rate – 51%
- ❖ Calls from potential respondents during data collection



Short Stay Survey – *Preliminary Results*

Overall care rating of 9 or 10

- ❖ Long-stay family respondents - 8.3
- ❖ Short-stay resident respondents - 7.6

Recommend the nursing home to others?

- ❖ Long-stay family respondents - 90%
- ❖ Short-stay resident respondents - 82%



Profile of Nursing Homes with Larger Numbers of Short-Stay Residents

- ❖ Number of beds
 - 71% have 120 or greater beds
- ❖ Location/region
 - 84% located in urban/suburban parts of the state
- ❖ Other characteristics
 - 71% for-profit status vs. 61% of all nursing homes
 - 65% chain or health system affiliated
 - 12.5% hospital-based
- ❖ Staffing
 - Total staff = 4.3 hours per resident day vs. 3.99 for other homes
 - Licensed staff = 1.96 hours per resident day vs. 1.53 for other homes

Lessons Learned

- ❖ Based on calls received, residents in hospital-based nursing homes sometimes unable to distinguish the difference in settings
- ❖ Residents in multilevel communities (CCRC) could be missed by the mailing rules
- ❖ Administration of short stay survey should yield greater number of potential respondents if collected over time

Next Steps

- ❖ Statewide results will be reported on web site
- ❖ Individual facilities will receive facility specific results
- ❖ Continue to collect information in subsequent years using AHRQ or similar survey
- ❖ Expand scope of quality report to include other LTC settings

