

# **KANSAS NURSING FACILITY PROJECT EVALUATION YEAR 3**

**For the Kansas Department on Aging**

**Sarah Thompson, PhD, RN  
University of Kansas School of Nursing  
Principal Investigator**

**Nancy Dunton, PhD  
University of Kansas School of Nursing  
And Department of Health Policy & Management  
Co-Principal Investigator**

**Byron Gajewski, PhD  
University of Kansas School of Nursing  
& School of Allied Health**

**Robert Lee, PhD  
University of Kansas School of Medicine  
Department of Health Policy & Management**

**Marcia Wrona, BSW  
University of Kansas School of Allied Health  
Department of Biometry**

**Annette Becker, MA  
University of Kansas School of Nursing  
Project Director**

**Valorie Coffland, MA  
University of Kansas School of Nursing  
Project Manager**

**Rosemary Chapin, PhD  
University of Kansas School of Social Welfare**

**Roxanne Rachlin, MHSA  
University of Kansas School of Social Welfare**

**September 21, 2006**

## Preface

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This report was prepared under contract for the Kansas Department on Aging. The investigators want to thank the Department on Aging for the substantial assistance provided to the study by many state staff. In particular, Mr. Bob Parker, our contract manager, gave us access to several data sets maintained by the state and coordinated comments and advice from state program managers and policy staff. We would also like to thank Bill McDaniel and George Dugger for their assistance in providing data, documentation, and background information on state data sets.

We also wish to thank our project consultants, Marilyn Rantz, RN, PhD and Greg Petroski, MS from the University of Missouri, School of Nursing, who provided guidance, advice, and data.

We also thank the nursing homes that participated in our on-site data collection and in the falls consortium.

Under subcontract, Myers & Stauffer, provided the project with extracts from the Minimum Data Set, including quality indicator and case mix adjustment files.

For any questions or comments concerning this report, please contact the Principal Investigator, Sarah Thompson, at (913) 588-1624 or at **sthompson2@kumc.edu**.

## **Evaluating Resident and Family Satisfaction in Kansas Nursing Homes**

## Evaluating Resident and Family Satisfaction in Kansas Nursing Homes

### Executive Summary

**Objectives:** The aim of this study was to evaluate the relationship between facility performance and resident and family satisfaction. In particular, we explored if resident satisfaction was different between high and low performing facilities. The following research questions were addressed:

- What is the overall level of resident and family satisfaction in selected Kansas nursing facilities?
- Does the level of satisfaction vary based on facility characteristics?

**Methods:** Two variables, turnover and deficiencies, were used to classify facilities as high and low performing. Homes were ranked based on *both* the number of deficiencies and the rate of total staff turnover. Homes that ranked in the bottom quartile were classified as “high performing” and homes that ranked in the upper quartile were classified as “low performing.” Homes in the top and bottom quartiles provided the potential sample. A hierarchical modeling approach was used to evaluate differences in satisfaction based on turnover and deficiencies.

### Results:

- A total of 374 residents completed satisfaction surveys; 193 (average 19.3 per home) from low performing homes and 181 (average 18.1 per home) from high performing homes.
- A total of 57 (67% response rate) surveys were received from family members in low performing homes and 56 (70% response rate) from family members in high performing homes.
- Resident and family scores were uniformly higher across all items in high performing homes.
- Statistically significant differences in resident scores were found between high and low performing homes for 4 of 11 domains: privacy, dignity, meaningful activity, and individuality. Differences in family scores were found for 4 of the 11 domains.

**Discussion:** A primary aim of this study was to determine if resident satisfaction differed in two distinctly different sets of homes – those with a high number of deficiencies and high staff turnover and those with a low number of deficiencies and low staff turnover. Resident satisfaction with quality of life experiences differed on 4 of 11 domains: privacy, dignity, meaningful activity, and individuality. Resident and family satisfaction with daily quality of life were significantly correlated on 7 domains. We found challenges to both collecting and interpreting resident satisfaction data. These are explored in greater detail.

## Implications

- Assessing resident satisfaction in a vulnerable nursing home population, many of whom have varying degrees of cognitive impairment, can be done, but offers many challenges.
- Extensive training of interviewers is necessary to ensure valid results.
- Sophisticated statistical analyses are required to interpret results.
- Differences between homes can be detected. Yet when considering the differences in the homes we sampled (high turnover and deficiencies with low turnover and deficiencies) an important question remains, what is a substantive difference between these homes in resident and family satisfaction?
- Due to these lingering questions, basing statewide policy decisions on resident satisfaction would be premature at this point in time. However, individual nursing homes might find such surveys useful in identifying their own strengths and weaknesses and for internal quality improvement activities.

## Introduction

Measuring consumer satisfaction has become a growing movement in the healthcare industry. While hospitals and Health Maintenance Organizations (HMOs) have been assessing satisfaction with care for a number of years, as of yet the use of such tools among nursing homes has not become widespread (Lowe et al, 2003). Although there is a clear need for consumer satisfaction surveys among nursing home residents little research has been done in this area (Kane et al, 2003). This can be attributed to a number of factors including the lack of standardized tools, cost of developing and administering surveys, and the vulnerability of the nursing home population, many of whom have varying degrees of cognitive impairment.

Nursing home consumer satisfaction with quality of life is a complex concept to measure and there are varying perceptions as to what comprises satisfaction with a given level of care (Lowe et al, 2003). Therefore, many variables must be considered prior to collecting this sort of information. In regard to residents, response burden, confidentiality, anonymity, and cognitive status should be considered. In addition, differences among homes, resident population, and method of survey administration can cause variability in findings.

## Purpose

The aim of this study was to evaluate the relationship between facility performance and resident/family satisfaction. In particular, we explored if resident satisfaction was different between high and low performing facilities. The following research questions were addressed:

- What is the overall level of resident/family satisfaction with the selected facilities?
- Does the level of satisfaction vary based on facility characteristics?

## Methods

A correlational design was used to answer the research questions.

**Nursing Home Sample.** In our previous two years of analyses, turnover has been a strong predictor of nursing home performance when using deficiencies and quality indicators as outcomes. Other variables such as bed size, ownership, and chain affiliation have been associated with deficiencies, limiting the need to use these variables as organizational characteristics in the current study. Thus, we used two variables, turnover and deficiencies, to classify facilities as high and low performing. Homes were ranked based on *both* the number of deficiencies and the rate of total staff turnover. Homes that ranked in the bottom quartile were classified as “high performing” and homes that ranked in the upper quartile were classified as “low performing.” Homes in the top and bottom quartiles provided our potential sample.

**Resident and Family Samples.** According to the findings generated by Kane et al., (2004) a minimum of 12 residents per home (based on 80% power to detect a significant difference) is needed to provide a valid measure of satisfaction. We used the same criteria to establish a sampling goal of 12 residents and corresponding family members per home. Realizing that not all residents would have a corresponding family member,

we decided to target a sample of 20 residents per home to increase our odds of obtaining 12 family members per home.

**Data Collection.** In the spring of 2005, information was provided to all free-standing Kansas nursing homes in an effort to describe our project tasks for the upcoming year. Information was provided through mail, electronic mail, and updates in provider association newsletters. Our plans to collect resident and family satisfaction data was included in these communication efforts.

After ranking all Kansas facilities based on turnover and deficiencies, project staff contacted administrators of selected nursing homes via telephone to invite participation. To obtain a sample of 20 nursing homes (10 high performing and 10 low performing), 28 homes were initially contacted resulting in an 80% participation rate: 3 were excluded due to a lack of interviewable residents, and 5 refused. Written, informed consent was obtained from each administrator upon entering each home.

Residents from each participating facility were randomly invited to participate. First, resident room numbers for each participating facility were placed in a random order prior to researchers entering the home. Upon arriving at the facility, residents were approached in a systematic manner based on the randomized room numbers. To protect resident and family anonymity, facility staff were not informed of which residents agreed to participate. Project staff knocked on residents' room doors, introduced themselves, described the purpose of the study, and invited participation. Residents who were unresponsive or could not answer 2 cognitive screening questions did not participate. Previous research has demonstrated that cognitively impaired residents can answer simple questions about satisfaction with care. Since the level of cognitive impairment is high in nursing homes, it is important to include this vulnerable group of residents. The screening questions included: Please tell me your name and Have you had anything to eat today? If residents could answer these 2 questions correctly, the survey interview continued. At this point, project staff obtained informed consent.

The survey was administered in a face-to-face format. Residents completed the survey in 30 to 60 minutes. It took 2 project staff approximately 2 days to collect data from 20 residents. Additional time was needed to find residents, to obtain informed consent, and to wait for a convenient time for the resident to be interviewed. Thus, it took about 60 to 90 minutes per resident to complete this process. Data was collected in a private setting such as the resident's room. Upon completion of the survey, residents were asked if they had a family member who visited at least twice a month. If yes, residents were asked if their family member could be contacted in order to complete the family version of the survey. Residents were asked to provide their family member's name and town of residence, plus any additional contact information that was available. The research team used public data searches to gain additional contact information for families. Questionnaires were mailed to family members with an information sheet regarding the study. In order to protect the anonymity of residents, staff were not asked for family contact information.

**Satisfaction Measure.** Residents were interviewed utilizing a questionnaire developed by researchers from the University of Minnesota under contract with the Centers for Medicare and Medicaid Services (Kane et al, 2003). The tool evaluates the residents' perception of their quality of daily life experiences. This tool has been shown to be effective with residents of differing levels of cognitive ability. Research regarding the

psychometric validation of this measure has been reported (Kane et al, 2004). The measure contains 11 domains with a total of 54 items. The primary response mode is Likert-type (range 1 to 4) having residents select “Never”, “Rarely”, “Sometimes”, or “Often”. The interview protocol instructs interviewers to use dichotomous response options for residents who can not successfully use the Likert options for 3 survey items in a row. The dichotomous items are worded as “Mostly Yes” or “Mostly No”. Domain scores are created by summing responses and dividing by the number of items in that domain. Many items require reverse scoring prior to summation.

The satisfaction domains are as follows:

- **Physical comfort.** Residents are free from pain, uncomfortable symptoms, and other physical discomforts. They perceive that their pain and discomfort are noticed and addressed by staff.
- **Functional competence.** Within the limits of their physical and cognitive abilities, residents are as independent as they wish to be.
- **Privacy.** Residents have bodily privacy, can keep personal information confidential, can be alone as desired, and can be with others in private.
- **Dignity.** Residents perceive their dignity is intact and respected. They do not feel belittled, de-valued, or humiliated.
- **Meaningful activity.** Residents engage in discretionary behavior that results in self-affirming competence or active pleasure in the doing of or watching of an activity.
- **Relationships.** Residents engage in meaningful person-to-person social interchange with other residents, with staff, and/or with family and friends who live outside the nursing home.
- **Autonomy.** Residents take initiative and make choices for their lives and care.
- **Food enjoyment.** Residents enjoy meals and food.
- **Spiritual well-being.** Residents’ needs and concerns for religion, prayer, meditation, spirituality, and moral values are met.
- **Safety, security & order.** Residents feel secure and confident about their personal safety, are able to move about freely, believe that their possessions are secure, and believe that the staff has good intentions. They know and understand the rules, expectations, and routines of the facility.
- **Individuality.** Residents express their preferences, pursue their past and current interests, maintain a sense of their own identity, and perceive they are known as individuals.

The family satisfaction questionnaire was adapted from the resident survey for use with family members by the Kansas Nursing Facility Project.

**Data Analysis.** Descriptive statistics were generated for each item and are presented in Tables 1 and 2. To evaluate if there were differences in satisfaction based on organizational characteristics (i.e., turnover and deficiencies) we used a hierarchical modeling approach. Because residents and families are clustered within each facility, thereby creating a correlation between subjects, traditional approaches such as T-tests cannot be used. The hierarchical modeling is a more complex approach, however, it corrects for the intra-class correlation, thereby reducing spurious results. Tests for statistical significance were set at  $p < .10$ , a more liberal value based on our small sample of 20 nursing homes.

## Results

A total of 374 residents completed satisfaction surveys; 193 (average 19.3 per home) from low performing homes and 181 (average 18.1 per home) from high performing homes. Residents completed questionnaires in 30 to 60 minutes; the latter being more representative of time. We obtained contact information for a total of 165 family members. A total of 57 (67% response rate) surveys were received from family members in low performing homes and 56 (70% response rate) from family members in high performing homes. The lower number of family satisfaction interviews can be attributed in part to a low number of initial contacts for family members. For example, some residents were unable (cognitive impairment) or unwilling to provide accurate family contact information or in a few cases questionnaires were returned as an incorrect addressee.

### **Research questions:**

1. What is the overall level of resident/family satisfaction with the selected facilities?
2. Does the level of satisfaction vary based on facility characteristics?

**Residents.** Summary statistics comparing resident responses in high and low performing homes for each of the 54 items can be found in Table 1. Bar graphs comparing the means, between high and low performing homes, for each of the 54 items are displayed in Appendix A. In general:

- Resident scores were uniformly higher across all items in high performing homes.
- The differences were seldom large.

Differences in means for the 11 domains can be found in Table 3. Resident scores were uniformly higher across all domains in higher performing homes. Statistically significant differences were found between low and high performing homes for 4 of the 11 domains: privacy, dignity, meaningful activity, and individuality (see Table 3). One additional domain (safety, security, & order) appeared significant in our initial analysis. However, follow-up analyses revealed a rater effect (different interviewers). When this effect was accounted for this domain no longer remained statistically significant.

**Families.** Summary statistics comparing family member responses between high and low performing homes for each of the 54 items can be found in Table 2. Bar graphs comparing the means, between high and low performing homes, for each of the 54 items are displayed in Appendix B. In general:

- Family scores were uniformly higher across all items in high performing homes.
- The differences were seldom large.

Differences in means for the domains can be found in Table 4. Family scores were uniformly higher across all domains in higher performing homes. Four domains emerged as significantly different between high and low performing homes: comfort, functional competence, dignity, and safety, security, and order.

Family scores need to be interpreted with caution for two reasons: a) we modified this scale to be used with family members and this is the first time it has been tested; and b) we had a very small sample size per facility.

**Comparison of residents and family members.** Resident and family responses were positively associated for 7 of the 11 domains (Table 5). However, the correlations were small ( $< .30$ ) for 3 of the 7 significant domains.

## Discussion

Using data from 2003, we ranked homes based on *both* the total number of deficiencies and total staff turnover and then recruited homes from the upper and lower quartiles created by this ranking. One of our primary aims was to determine if resident satisfaction differed based on these two critical facility characteristics. Furthermore, our selection criteria ensured that we had homes from two extremes.

For this sample, resident satisfaction with the quality of their daily life experiences was significantly different for 4 of the 11 domains (privacy, dignity, meaningful activity, and individuality). It is possible that a larger sample size (more nursing homes) would allow the detection of differences on additional domains; however, to some degree we promoted the detection of differences by including homes from the bottom and top quartiles. Family members perceived differences between high and low performing homes for 7 of the 11 domains. Residents and family perceptions of satisfaction with daily quality of life were significantly correlated for 7 domains suggesting that family members who visit at least twice a month have similar perceptions as their resident family member. Although we observed a statistically significant difference on some of the domains, the differences in item and domain means remained very small. A more important question remains, what is a substantive difference in these scores between homes that represent two extremes?

In addition, there are important challenges to both collecting and interpreting resident satisfaction data:

**Collecting Data.** Although our interviewers were graduate prepared personnel who were trained and followed a standardized protocol we found a significant “rater effect”. The training and re-training as well as monitoring of rater effects are important aspects of data collection and add significant cost and time to study efforts. Other factors likely contributed to the rater effect found in this study:

- Elderly research subjects have difficulty with Likert-type response formats;
- The protocol instructed interviewers to change to a dichotomous response option when residents were unable to answer three questions using a Likert format. This change was easier to implement if the resident consistently demonstrated difficulty with the Likert format. This change was more difficult to consistently implement when residents had sporadic difficulty with Likert options, thereby potentially creating different response patterns.
- We assessed for cognitive ability in order to obtain informed consent, but we did not formally test for cognitive function. It is likely that some rater inconsistencies were due to differing levels of cognitive functioning of the resident and the ways in which interviewers handled these differences.
- Some residents became easily fatigued which influenced their ability to answer Likert-type questions.
- A larger sample of nursing homes, with continued training of interviewers, would likely moderate these effects.

Other challenges with data collection include the time to collect data from residents (30 to 60 minutes per resident for the survey alone) and the time commitment to train

interviewers. Although costs associated with time could be reduced by using nursing home staff to collect data, issues of training (rater effect make this data questionable) remain and numerous ethical issues surrounding resident anonymity emerge.

***Interpreting Data.*** There are several reasons why interpreting satisfaction data is difficult.

First, sound psychometric tools must be used before information is representative of residents in a facility. Currently, there are only two measures of resident satisfaction that have undergone extensive psychometric testing: the measure that we used in this study developed by Kane et al. for CMS and the R.E.A.L. (Residents' Experience and Assessment of Life). Both assess many of the same conceptual domains such as enjoyment with food and individualized care; however, these two measures have some important differences as well. The REAL has been used extensively and there are "benchmarks" that allow for comparisons across facilities and the response options for individual survey items are dichotomous making the tool more favorable for use with older adults and cognitively impaired residents. However, the REAL costs a significant amount of money to administer as it is acquired through a proprietary agency (for example, using the REAL for the 20 nursing homes would have added approximately \$18,000 to the cost of this study) and the REAL also requires extensive training to lessen the effects of inter-rater differences. Second, there are no benchmarks from Kane et al.'s studies to suggest what is a "good" level of resident or family satisfaction. This limits interpretability as we do not know what is a substantive difference from one facility to another. Additional research is necessary before facilities can be compared based on resident and family satisfaction data. Third, residents find it difficult to comment negatively on the nursing home. For example, one of our research staff reported that when residents were asked, "Can you get up in the morning at the time you want?" residents would frequently make comments such as, "they get me up when they need to," yet answer the question with a "sometimes" or "often" conveying a more positive tone. It is possible that over time, residents may use positive, cognitive reframing to cope with their living situation, thereby reducing the likelihood of selecting a more negative response. This may be a partial explanation for why it was difficult to detect significant differences between low and high performing homes.

## **Implications**

Policy makers, consumer advocacy groups, and provider organizations are eager to measure resident satisfaction. Resident satisfaction could be used as a means of comparing one facility to another and as a basis for monetary incentives. Measuring and interpreting resident satisfaction needs to be done with extreme caution. First, only measures that have been adequately tested can be assumed to provide a reliable and valid measure of resident satisfaction. The measure of satisfaction from a cognitively impaired population is challenging and requires extensive training and re-training of interviewers. Further, sophisticated statistical analyses need to be conducted that can account for the correlation of respondents within facilities when trying to make comparisons across facilities. Groups, be it providers, consumers, or policy makers, that base decisions on data analyses that do not account for both the interviewer effect and the correlation of residents within facilities (when comparing facilities) will in all likelihood be making erroneous decisions. And finally, additional research is needed to determine: what is a substantive difference between homes? Statistically significant differences should not be the only criteria. Our analyses suggest that basing policy decisions on satisfaction data is premature.

An area worthy of further investigation is the association between family and resident responses. Although our sample size is too small to make any definitive conclusions, it is possible that family members who visit on a regular basis might be able to serve as a proxy for their loved one. Using an anonymous mailed survey would reduce costs associated with collecting data and the rater effect.

## REFERENCES

Kane et al. Quality of Life Measures for Nursing Home Residents. *Journal of Gerontology*, 2003; 58A(3): 240-248.

Kane et al. Using Resident Reports of Quality of Life to Distinguish Among Nursing Homes. *The Gerontologist*, 2004; 44(5): 624-632.

Lowe, et al. Consumer Satisfaction in Long-Term Care: State Initiatives in Nursing Homes and Assisted Living Facilities. *The Gerontologist*, 2003; 43(6): 883-896.

<b>Table 1: Resident Summary Statistics</b>	<b>10 Low Performance Homes (193 residents)</b>					<b>10 High Performance Homes (181 residents)</b>				
<b>Questions answered by residents</b>	<b>Don't Know</b>	<b>Never</b>	<b>Rarely</b>	<b>Sometimes</b>	<b>Often</b>	<b>Don't Know</b>	<b>Never</b>	<b>Rarely</b>	<b>Sometimes</b>	<b>Often</b>
<b>COMFORT SCALE</b>										
How often are you too cold here?		41.5%	17.1%	27.5%	14.0%		35.9%	30.4%	21.0%	12.7%
How often are you so long in the same position that it hurts?	0.5%	45.1%	22.8%	20.7%	10.9%	1.1%	57.5%	17.1%	17.1%	7.2%
How often are you in physical pain?		32.1%	22.8%	22.8%	22.3%		27.6%	32.0%	21.5%	18.8%
How often are you bothered by noise when you are in your room?	0.5%	50.8%	16.1%	24.4%	8.3%	0.6%	56.9%	19.3%	15.5%	7.7%
How often are you bothered by noise in other parts of the nursing home, for example, in the dining room?	1.0%	50.8%	24.4%	16.6%	7.3%	0.6%	61.3%	19.3%	12.2%	6.6%
Do you get a good night's sleep here?		1.6%	8.8%	18.1%	71.5%		2.8%	5.0%	20.4%	71.8%
<b>FUNCTIONAL COMPETENCE SCALE</b>										
Is it easy for you to get around in your room by yourself?	0.5%	14.0%	7.8%	11.4%	66.3%		13.3%	6.6%	9.9%	70.2%
Can you easily reach the things that you need?	0.5%	4.1%	6.2%	19.7%	69.4%		7.7%	4.4%	14.9%	72.9%
If you are anywhere in the nursing home and need a bathroom, can you get to one quickly?	10.4%	5.7%	7.3%	14.5%	62.2%	2.2%	5.5%	7.2%	16.0%	69.1%
Can you easily reach your toilet articles and things that you want to use in your bathroom?	3.1%	6.2%	6.2%	12.4%	72.0%	0.6%	3.3%	3.9%	8.8%	83.4%
Do you do as much to take care of your own things and your room as you can and want?	1.6%	8.3%	4.7%	10.9%	74.6%	0.6%	6.6%	6.6%	11.6%	74.6%
<b>PRIVACY SCALE</b>										
Can you find a place to be alone if you wish?	1.6%	7.3%	5.2%	16.1%	69.9%	1.1%	4.4%	5.5%	14.9%	74.0%
Can you make a private phone call?	5.7%	9.8%	3.1%	9.8%	71.5%	2.2%	5.5%	6.1%	9.4%	76.8%
When you have a visitor, can you find a place to visit in private?	1.6%	4.7%	4.1%	9.3%	80.3%	2.2%	3.9%	4.4%	8.8%	80.7%

Questions answered by residents	Don't Know	Never	Rarely	Sometimes	Often		Don't Know	Never	Rarely	Sometimes	Often
Can you be together in private with another resident (other than your roommate)?	4.7%	6.7%	3.6%	17.1%	67.9%		2.2%	3.3%	6.6%	10.5%	77.3%
Do the people who work here knock and wait for a reply before entering your room?	2.1%	5.7%	6.7%	16.1%	69.4%		1.1%	6.1%	7.7%	22.7%	62.4%
<b>DIGNITY SCALE</b>											
Do staff here treat you politely?	0.5%	1.6%	2.1%	12.4%	83.4%				0.6%	15.5%	84.0%
Do you feel that you are treated with respect here?		3.1%	2.1%	12.4%	82.4%				2.2%	9.9%	87.8%
Do staff here handle you gently while giving you care?	3.6%	3.6%	2.1%	17.1%	73.6%		2.2%	0.6%	1.1%	11.6%	84.5%
Do staff here respect your modesty?	3.6%	2.1%	1.6%	10.4%	82.4%		0.6%	1.1%	2.2%	11.6%	84.5%
Do staff take time to listen to you when you have something to say?	0.5%	4.7%	3.6%	18.1%	73.1%			2.2%	4.4%	14.4%	79.0%
<b>RELATIONSHIP SCALE</b>											
Is it easy to make friends at this nursing home?	2.6%	5.2%	8.3%	22.3%	61.7%			4.4%	6.6%	17.7%	71.3%
Do you consider that any other resident here is your close friend?	1.0%	42.5%	0.5%	1.0%	54.9%		1.7%	36.5%	1.1%		60.8%
In the last month, have people who worked here stopped just to have a friendly conversation with you?	1.0%	17.1%	14.5%	32.6%	34.7%		1.1%	15.5%	15.5%	32.6%	35.4%
Do you consider any staff member to be your friend?	3.1%	8.3%	10.4%	23.8%	54.4%		2.2%	9.9%	6.1%	22.7%	59.1%
Do you think that the facility tries to make this an easy and pleasant place for families and friends of residents to visit?	2.6%	2.1%	3.1%	12.4%	79.8%			0.6%	1.1%	11.6%	86.7%
<b>AUTONOMY SCALE</b>											
Can you go to bed at the time you want?	1.0%	3.1%	2.6%	12.4%	80.8%			2.2%	1.7%	12.2%	84.0%

Questions answered by residents	Don't Know	Never	Rarely	Sometimes	Often		Don't Know	Never	Rarely	Sometimes	Often
Can you get up in the morning at the time you want?	1.0%	10.9%	10.4%	19.7%	58.0%			8.3%	7.2%	16.6%	68.0%
Can you decide what clothes to wear?	2.1%	5.2%	4.1%	6.2%	82.4%		1.1%	8.3%	5.5%	7.7%	77.3%
Have you been successful in making changes in things that you do not like?	16.6%	11.9%	5.2%	29.0%	37.3%		16.6%	7.7%	7.2%	23.2%	45.3%
<b>FOOD ENJOYMENT SCALE</b>											
Do you like the food here?	1.6%	6.7%	8.3%	26.9%	56.5%			3.3%	6.1%	24.3%	66.3%
Do you enjoy mealtimes here?	3.6%	4.1%	7.3%	18.7%	66.3%		0.6%	5.0%	6.1%	21.0%	67.4%
Can you get your favorite foods here?	4.7%	10.4%	13.5%	32.6%	38.9%		2.2%	7.2%	9.4%	30.4%	50.8%
<b>SPIRITUAL WELL-BEING SCALE</b>											
Do you participate in religious activities here?	1.6%	29.5%	10.4%	22.8%	35.8%		0.6%	22.7%	8.8%	28.2%	39.8%
Do the religious activities here have personal meaning for you?	9.3%	23.3%	8.3%	17.1%	42.0%		3.3%	25.4%	6.6%	16.0%	48.6%
Do you feel your life as a whole has meaning?	6.2%	7.3%	5.2%	15.5%	65.8%		2.8%	6.6%	6.6%	15.5%	68.5%
Do you feel at peace?	3.1%	4.7%	4.7%	17.1%	70.5%		1.7%	5.0%	4.4%	18.8%	70.2%
<b>SECURITY SCALE</b>											
Do you feel that your possessions are safe at this nursing home?	1.6%	7.3%	4.7%	13.5%	73.1%		0.6%	5.0%	1.7%	16.0%	76.8%
Do your clothes get lost or damaged in the laundry?	10.4%	39.4%	16.6%	21.8%	11.9%		13.3%	43.6%	19.9%	14.9%	8.3%
Do you feel confident that you can get help when you need it?	2.6%	4.1%	5.2%	17.6%	70.5%			0.6%	2.2%	18.2%	79.0%
If you do not feel well, can you get a nurse or doctor quickly?	3.6%	3.6%	5.7%	17.6%	69.4%		4.4%	2.8%	2.8%	17.1%	72.9%
Do you ever feel afraid because of the way you or some other resident is treated?	1.6%	72.5%	14.0%	7.8%	4.1%			79.6%	8.3%	8.8%	3.3%

Questions answered by residents	Don't Know	Never	Rarely	Sometimes	Often		Don't Know	Never	Rarely	Sometimes	Often
<b>INDIVIDUALITY SCALE</b>											
Taking all staff together, nurses, aides and others, does the staff know about your interests and what you like?	7.8%	9.8%	12.4%	21.8%	48.2%		5.5%	5.0%	5.0%	21.0%	63.5%
Do staff members know you as a person?	3.6%	7.8%	6.7%	18.7%	63.2%		2.8%	1.7%	4.4%	16.0%	75.1%
Are the people working here interested in your experiences and the things you have done in your life?	6.2%	11.4%	14.0%	27.5%	40.9%		7.2%	12.2%	6.1%	27.1%	47.5%
Do staff here take your preferences seriously?	4.7%	6.7%	8.3%	21.8%	58.5%		2.8%	5.5%	6.6%	18.8%	66.3%
Do residents here know you as a person?	5.7%	10.9%	11.9%	21.8%	49.7%		5.0%	6.1%	7.7%	26.5%	54.7%
Are your personal wishes and interests respected here?	2.6%	4.1%	4.1%	21.2%	67.9%		1.7%	3.3%	1.7%	16.0%	77.3%
<b>MEANINGFUL ACTIVITY SCALE</b>											
Do you enjoy the organized activities here at the nursing home?		15.0%	11.4%	30.6%	43.0%		0.6%	7.2%	8.3%	30.4%	53.6%
Outside of religious activities, do you have enjoyable things to do at the nursing home during the weekend?	3.1%	20.7%	19.2%	29.0%	28.0%		5.0%	14.9%	19.9%	26.5%	33.7%
Despite your health condition, do you give help to others, such as other residents, your family, people at this nursing home?	2.6%	21.8%	13.0%	31.1%	31.6%		2.8%	12.7%	12.7%	43.1%	28.7%
Do the days here seem too long to you?	0.5%	30.6%	21.8%	23.8%	23.3%		0.6%	40.9%	14.9%	29.3%	14.4%
Do you get outdoors as much as you want?	2.1%	34.2%			63.7%			30.4%			69.6%
	<b>Less than once a month</b>	<b>Less than once a week</b>	<b>About once a week</b>	<b>Several times a week</b>	<b>Every day</b>		<b>Less than once a month</b>	<b>Less than once a week</b>	<b>About once a week</b>	<b>Several times a week</b>	<b>Every day</b>
About how often do you get outdoors?	26.9%	16.1%	24.9%	16.6%	11.4%		18.8%	15.5%	25.4%	19.3%	14.4%

<b>Table 2: Family Summary Statistics</b>	<b>10 Low Performance Homes (57 respondents)</b>					<b>10 High Performance Homes (56 respondents)</b>				
<b>Questions answered by family member or friend</b>	<b>Don't Know</b>	<b>Never</b>	<b>Rarely</b>	<b>Sometimes</b>	<b>Often</b>	<b>Don't Know</b>	<b>Never</b>	<b>Rarely</b>	<b>Sometimes</b>	<b>Often</b>
<b>COMFORT</b>										
How often is your family member too cold here?	1.8%	14.0%	35.1%	40.4%	8.8%	1.8%	19.6%	48.2%	23.2%	7.1%
How often is your family member so long in the same position that it hurts?	7.0%	21.1%	36.8%	26.3%	8.8%	1.8%	48.2%	32.1%	14.3%	3.6%
How often is your family member in physical pain?	5.3%	1.8%	40.4%	31.6%	21.1%	3.6%	8.9%	37.5%	35.7%	14.3%
How often is your family member bothered by noise when in his/her room?	5.3%	15.8%	29.8%	40.4%	8.8%	1.8%	23.2%	41.1%	30.4%	3.6%
How often is your family member bothered by noise in other parts of the nursing home, for example, in the dining room?	5.3%	22.8%	42.1%	24.6%	5.3%	3.6%	28.6%	39.3%	17.9%	10.7%
Does your family member get a good night's sleep here?	5.3%	1.8%	7.0%	24.6%	61.4%	3.6%			14.3%	82.1%
<b>FUNCTIONAL COMPETENCE</b>										
Is it easy for your family member to get around in his/her room by him/herself?	3.5%	15.8%	14.0%	28.1%	38.6%	10.7%	8.9%	10.7%	17.9%	51.8%
Can your family member easily reach the things that he/she needs?		1.8%	19.3%	35.1%	43.9%	3.6%	1.8%	7.1%	35.7%	51.8%
If your family member is anywhere in the nursing home and needs a bathroom, can he/she get to one quickly?	12.3%	10.5%	8.8%	31.6%	36.8%	12.5%	5.4%	1.8%	30.4%	50.0%

Questions answered by family member or friend	Don't Know	Never	Rarely	Sometimes	Often	Don't Know	Never	Rarely	Sometimes	Often
Can your family member easily reach toilet articles and things that he/she wants to use in the bathroom?	15.8%	3.5%	8.8%	24.6%	47.4%	10.7%	1.8%	7.1%	19.6%	60.7%
Does your family member do as much to take care of his/her own things and room as he/she can and wants?	1.8%	5.3%	12.3%	35.1%	45.6%	12.5%	3.6%	12.5%	12.5%	58.9%
<b>PRIVACY</b>										
Can your family member find a place to be alone if she/he wishes?	5.3%	3.5%	8.8%	28.1%	54.4%	7.1%	3.6%	16.1%	16.1%	57.1%
Can your family member make a private phone call?	5.3%	5.3%	10.5%	21.1%	57.9%	12.5%	3.6%	10.7%	10.7%	62.5%
When your family member has a visitor, can he/she find a place to visit in private?	3.5%	1.8%	3.5%	22.8%	68.4%			3.6%	14.3%	82.1%
Can your family member be together in private with another resident other than his/her roommate?	21.1%	7.0%	14.0%	19.3%	38.6%	7.1%	5.4%	7.1%	30.4%	50.0%
Do the people who work here knock and wait for a reply before entering your family member's room?	8.8%	3.5%	7.0%	38.6%	42.1%	5.4%	1.8%	17.9%	28.6%	46.4%
<b>DIGNITY</b>										
Do staff here treat your family member politely?	1.8%			19.3%	78.9%				7.1%	92.9%
Does your family member feel treated with respect here?	3.5%		1.8%	19.3%	75.4%				10.7%	89.3%
Do staff here handle your family member gently while giving care?	1.8%			19.3%	78.9%				14.3%	85.7%

Questions answered by family member or friend	Don't Know	Never	Rarely	Sometimes	Often		Don't Know	Never	Rarely	Sometimes	Often
Do staff here respect your family member's modesty?	5.3%		3.5%	17.5%	73.7%		3.6%		1.8%	16.1%	78.6%
Do staff take time to listen to your family member when he/she has something to say?	3.5%		3.5%	35.1%	57.9%					23.2%	76.8%
<b>RELATIONSHIP</b>											
Is it easy for your family member to make friends at this nursing home?	5.3%	1.8%	10.5%	38.6%	43.9%		3.6%		14.3%	35.7%	46.4%
Does your family member consider that any other resident here a close friend?	1.8%	36.8%	8.8%	8.8%	43.9%		8.9%	39.3%	8.9%	10.7%	32.1%
In the last month, have people who worked here stopped just to have a friendly conversation with your family member?		7.0%	14.0%	38.6%	40.4%			7.1%	3.6%	41.1%	48.2%
Does your family member consider any staff member to be a friend?	7.0%	10.5%	14.0%	28.1%	40.4%		1.8%	14.3%	10.7%	37.5%	35.7%
Do you think that the facility tries to make this an easy and pleasant place for families and friends of residents to visit?	1.8%		3.5%	26.3%	68.4%				1.8%	10.7%	87.5%
<b>AUTONOMY</b>											
Can your family member go to bed at the time he/she wants?	5.3%	1.8%	3.5%	24.6%	64.9%		1.8%			17.9%	80.4%
Can your family member get up in the morning at the time he/she wants?	10.5%	3.5%	15.8%	36.8%	33.3%		3.6%	3.6%	5.4%	30.4%	57.1%
Can your family member decide what clothes to wear?	3.5%		7.0%	12.3%	77.2%		3.6%	3.6%	7.1%	23.2%	62.5%

<b>Questions answered by family member or friend</b>	<b>Don't Know</b>	<b>Never</b>	<b>Rarely</b>	<b>Sometimes</b>	<b>Often</b>		<b>Don't Know</b>	<b>Never</b>	<b>Rarely</b>	<b>Sometimes</b>	<b>Often</b>
Have you been successful in making changes in things that you do not like?	5.3%	5.3%	8.8%	42.1%	38.6%		5.4%	3.6%	8.9%	39.3%	42.9%
<b>FOOD ENJOYMENT</b>											
Does your family member like the food here?		7.0%	21.1%	40.4%	31.6%		1.8%	3.6%	14.3%	41.1%	39.3%
Does your family member enjoy mealtimes here?	1.8%	3.5%	15.8%	33.3%	45.6%			3.6%	19.6%	28.6%	48.2%
Can your family member get favorite foods here?	1.8%	8.8%	33.3%	35.1%	21.1%		1.8%	7.1%	14.3%	41.1%	35.7%
<b>SPIRITUAL WELL-BEING</b>											
Does your family member participate in religious activities here?		21.1%	14.0%	36.8%	28.1%		3.6%	14.3%	12.5%	42.9%	26.8%
Do the religious activities here have personal meaning for your family member?	8.8%	12.3%	14.0%	38.6%	26.3%		10.7%	10.7%	17.9%	28.6%	32.1%
Does your family member feel life as a whole has meaning?	7.0%	1.8%	10.5%	40.4%	40.4%		1.8%	3.6%	5.4%	48.2%	41.1%
Does your family member feel at peace?	3.5%	5.3%	14.0%	31.6%	45.6%		1.8%		8.9%	37.5%	51.8%
<b>SECURITY</b>											
Does your family member feel that his/her possessions are safe at this nursing home?	1.8%	14.0%	5.3%	28.1%	50.9%		1.8%	1.8%	5.4%	30.4%	60.7%
Do your family member's clothes get lost or damaged in the laundry?	7.0%	14.0%	29.8%	24.6%	24.6%		8.9%	8.9%	35.7%	37.5%	8.9%

Questions answered by family member or friend	Don't Know	Never	Rarely	Sometimes	Often		Don't Know	Never	Rarely	Sometimes	Often
Do you feel confident that your family member can get help when he/she needs it?			1.8%	42.1%	56.1%		3.6%			35.7%	60.7%
If your family member does not feel well, can he/she get a nurse or doctor quickly?	1.8%	3.5%	5.3%	31.6%	57.9%		3.6%		7.1%	32.1%	57.1%
Do you ever feel afraid because of the way your family member or another resident is treated?		40.4%	26.3%	24.6%	8.8%		1.8%	60.7%	26.8%	8.9%	1.8%
<b>INDIVIDUALITY</b>											
Taking all staff together, nurses, aides and others, does the staff know about your family member's interests?	5.3%	1.8%	7.0%	36.8%	49.1%		1.8%		10.7%	33.9%	53.6%
Do staff members know your family member as a person?	5.3%	1.8%	3.5%	21.1%	68.4%		3.6%		3.6%	26.8%	66.1%
Are the people working here interested in your family member's experiences and the things he/she has done in life?	3.5%	1.8%	8.8%	43.9%	42.1%		3.6%		10.7%	37.5%	48.2%
Do staff here take your family member's preferences seriously?	8.8%	1.8%	7.0%	38.6%	43.9%		1.8%		3.6%	37.5%	57.1%
Do residents here know your family member as a person?	8.8%	5.3%	10.5%	36.8%	38.6%		1.8%		10.7%	39.3%	48.2%
Are your family member's personal wishes and interests respected here?	3.5%	1.8%	3.5%	42.1%	49.1%		1.8%		1.8%	30.4%	66.1%

Questions answered by family member or friend	Don't Know	Never	Rarely	Sometimes	Often		Don't Know	Never	Rarely	Sometimes	Often
<b>MEANINGFUL ACTIVITY</b>											
Does your family member enjoy the organized activities here at the nursing home?	5.3%	15.8%	21.1%		58.1%		7.1%	12.5%	23.2%	3.6%	53.6%
Outside of religious activities, are there enjoyable things to do here during the weekend?	12.3%	21.1%	26.3%	1.8%	38.8%		7.1%	17.9%	28.6%	1.8%	44.6%
Despite his/her health condition, does your family member give help to others, such as other residents, your family, people at this nursing home, or the outside community?	8.8%	24.6%	22.8%	5.3%	38.6%		5.4%	25.0%	28.6%	3.6%	37.5%
Do the days here seem too long to your family member?	1.8%	26.3%	24.6%	8.8%	38.6%		8.9%	25.0%	35.7%	1.8%	28.6%
Does your family member get outdoors as much as he/she wants?	10.5%	49.1%			40.4%		1.8%	33.9%			64.3%
	<b>Less than once a month</b>	<b>Less than once a week</b>	<b>About once a week</b>	<b>Several times a week</b>	<b>Every day</b>		<b>Less than once a month</b>	<b>Less than once a week</b>	<b>About once a week</b>	<b>Several times a week</b>	<b>Every day</b>
About how often does your family member get outdoors?	38.6%	19.3%	17.5%	3.5%	7.0%		28.6%	25.0%	35.7%	0.0%	5.4%

**Table 3: Resident Domains**

<b>Resident: N=374</b>	<b>Mean<sup>^</sup></b>		
<b>Scale</b>	<b>Low Performance</b>	<b>High Performance</b>	<b>pvalue*</b>
Comfort	3.05	3.17	0.370
Functional Competence	3.47	3.52	0.480
Privacy	3.54	3.59	0.095
Dignity	3.70	3.78	0.065
Meaningful Activity	2.71	2.91	0.002
Relationships	3.19	3.29	0.500
Autonomy	3.46	3.51	0.435
Food Enjoyment	3.31	3.43	0.303
Spiritual Well-being	3.13	3.20	0.435
Safety, Security & Order	3.42	3.55	0.303
Individuality	3.29	3.48	0.085

<sup>^</sup> Individual item responses range from 1 (never) to 4 (often). Domain means are the average of the items comprising the specific domain.

\* p < .10

**Table 4: Family Domains**

<b>Family: N=113</b>	<b>Mean<sup>^</sup></b>		
<b>Scale</b>	<b>Low Performance</b>	<b>High Performance</b>	<b>pvalue*</b>
Comfort	2.73	3.02	0.0031
Functional Competence	3.14	3.44	0.0096
Privacy	3.40	3.46	0.3058
Dignity	3.74	3.85	0.0632
Meaningful Activity	2.50	2.66	0.1190
Relationships	3.15	3.19	0.3200
Autonomy	3.41	3.52	0.1077
Food Enjoyment	2.97	3.15	0.1246
Spiritual Well-being	3.00	3.12	0.2556
Safety, Security & Order	3.12	3.34	0.0486
Individuality	3.39	3.51	0.1216

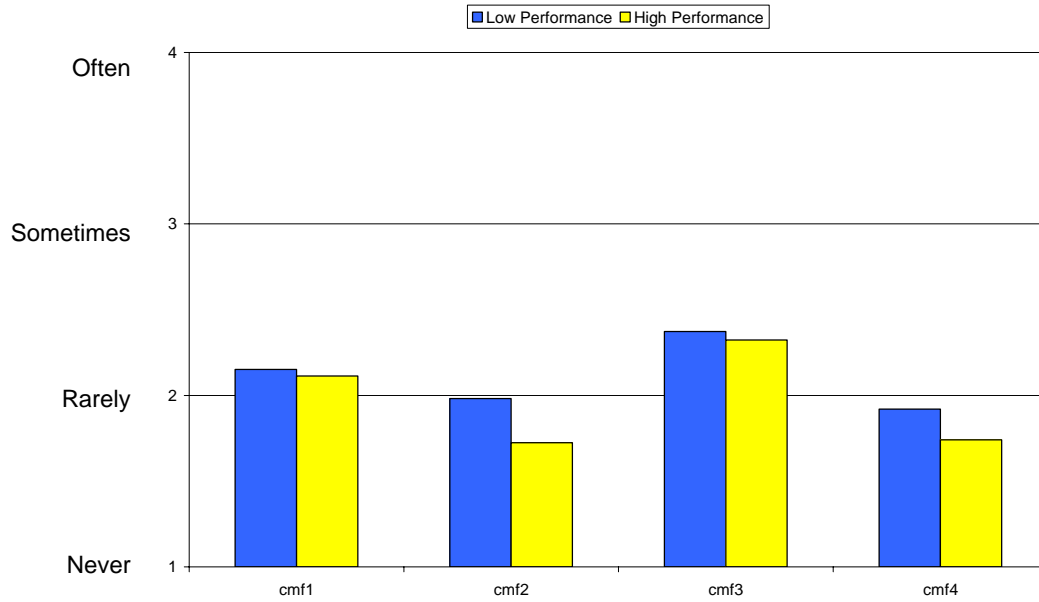
<sup>^</sup> Individual item responses range from 1 (never) to 4 (often). Domain means are the average of the items comprising the specific domain.

\* p < .10

**Table 5:**

<b>Relationship Between Resident Responses and Family Member Responses</b>		
<b>Scale</b>	<b>Correlation</b>	<b>pvalue*</b>
Comfort	.307	.002
Functional Competence	.399	.000
Privacy	.113	.262
Dignity	.152	.129
Meaningful Activity	.017	.864
Relationships	.175	.080
Autonomy	.341	.000
Food Enjoyment	.209	.036
Spiritual Well-being	.325	.001
Safety, Security & Order	.222	.025
Individuality	.120	.233

\* p < .10

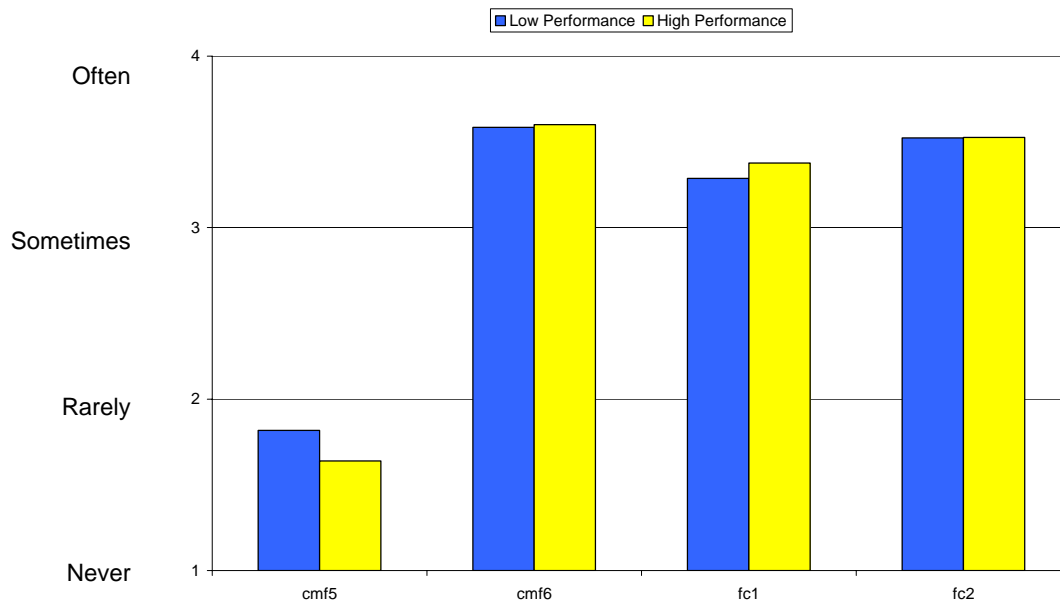


**Cmf 1** How often are you too cold here?

**Cmf 2** How often are you so long in the same position that it hurts?

**Cmf 3** How often are you in physical pain?

**Cmf 4** How often are you bothered by noise when you are in your room?

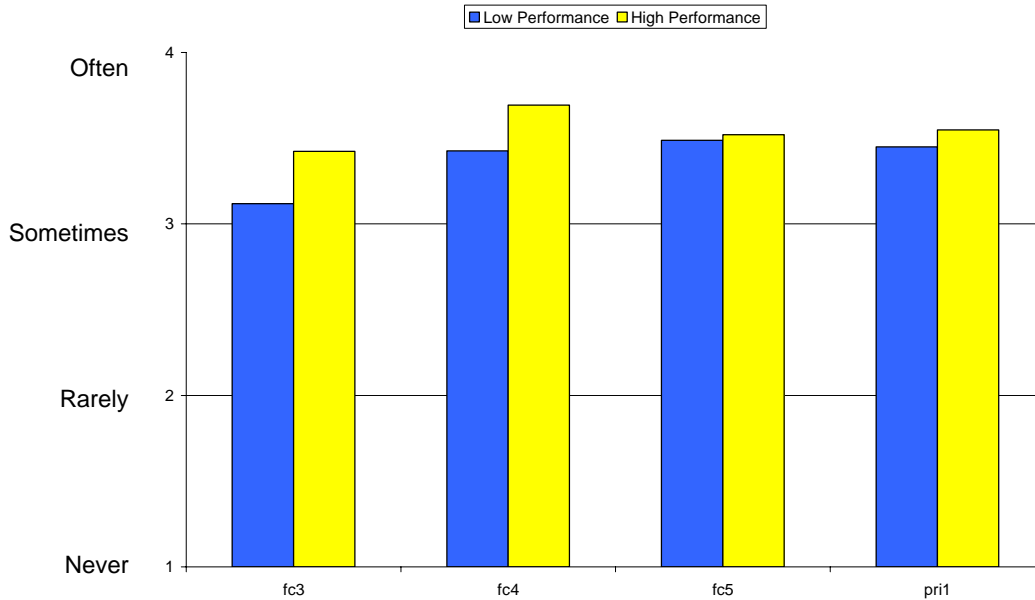


**Cmf 5** How often are you bothered by noise in other parts of the nursing home?

**Cmf 6** Do you get a good night's sleep here?

**Fc 1** Is it easy for you to get around in your room by yourself?

**Fc 2** Can you easily reach the things that you need?



**Fc 3** If you are anywhere in the nursing home and need a bathroom, can you get to one quickly?

**Fc 4** Can you easily reach your toilet articles and things that you want to use in your bathroom?

**Fc 5** Do you do as much to take care of your own things and your room as you can and want?

**Pri 1** Can you find a place to be alone if you wish?

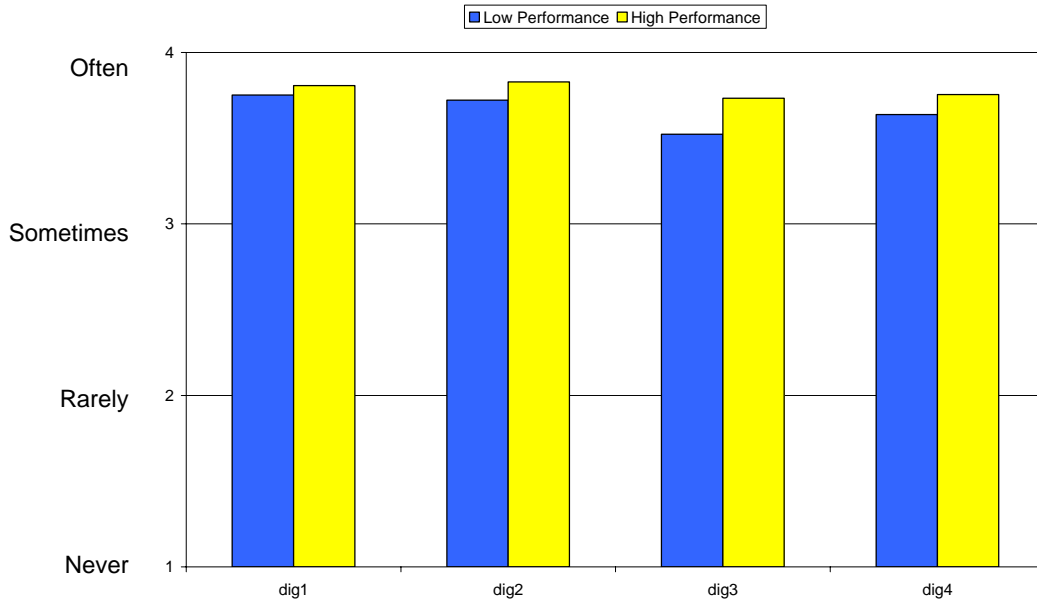


**Pri 2** Can you make a private phone call?

**Pri 3** When you have a visitor, can you find a place to visit in private?

**Pri 4** Can you be together in private with another resident (other than your roommate)?

**Pri 5** Do the people who work here knock and wait for a reply before entering your room?

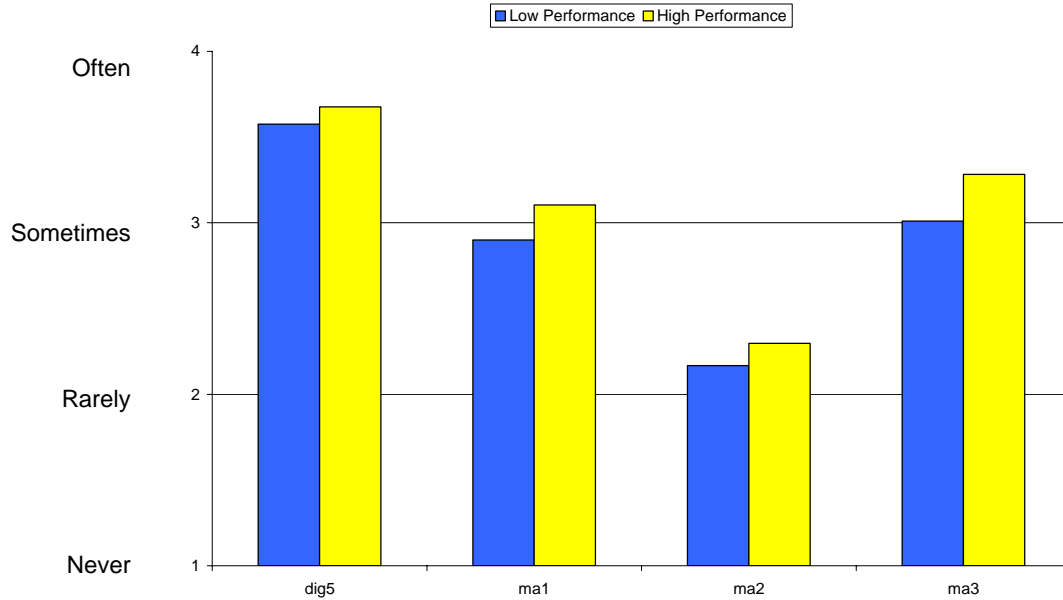


**Dig 1** Do staff here treat you politely?

**Dig 2** Do you feel that you are treated with respect here?

**Dig 3** Do staff here handle you gently while giving you care?

**Dig 4** Do staff here respect your modesty?

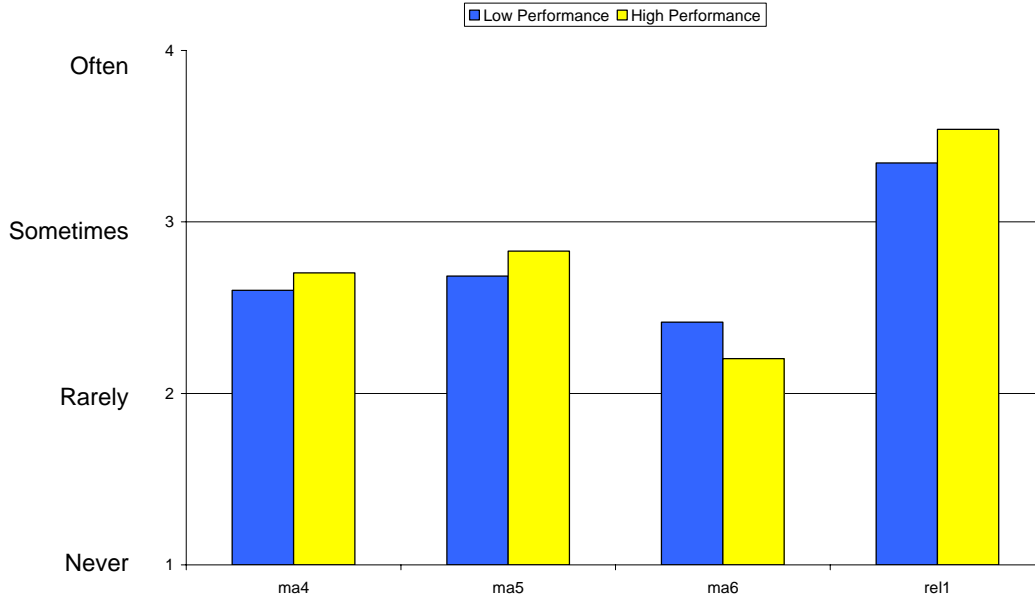


**Dig 5** Do staff take time to listen to you when you have something to say?

**Ma 1** Do you get outdoors as much as you want?

**Ma 2** About how often do you get outdoors?

**Ma 3** Do you enjoy the organized activities here at the nursing home?

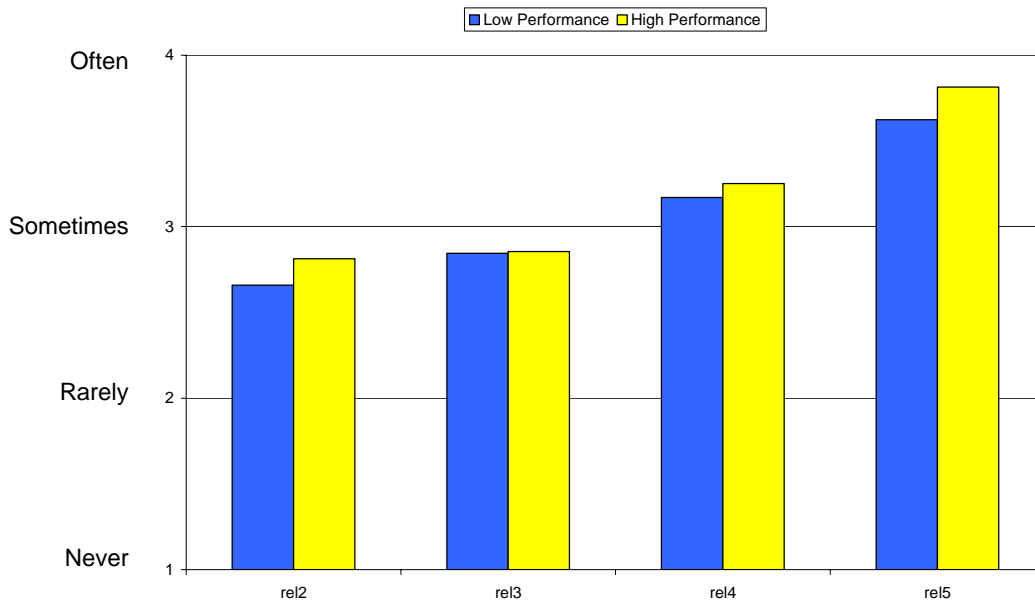


**Ma 4** Outside of religious activities, do you have enjoyable things to do at the nursing home during the weekend?

**Ma 5** Despite your health condition, do you give help to others, such as other residents, your family, people at this nursing home, or the outside community?

**Ma 6** Do the days here seem too long to you?

**Rel 1** Is it easy to make friends at this nursing home?

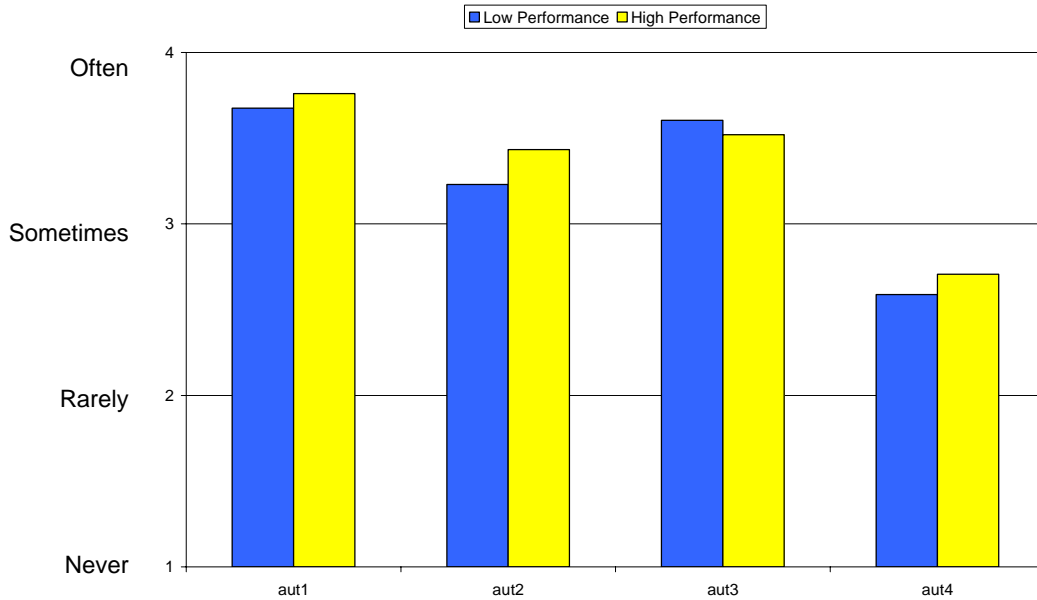


**Rel 2** Do you consider that any other resident here is your close friend?

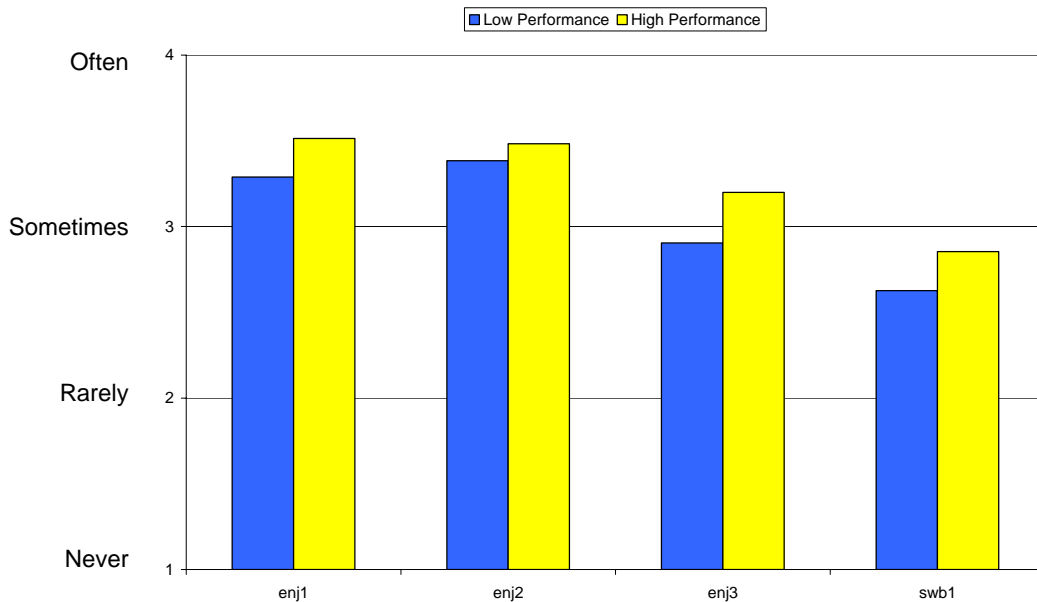
**Rel 3** In the last month, have people who worked here stopped just to have a friendly conversation with you?

**Rel 4** Do you consider any staff member to be your friend?

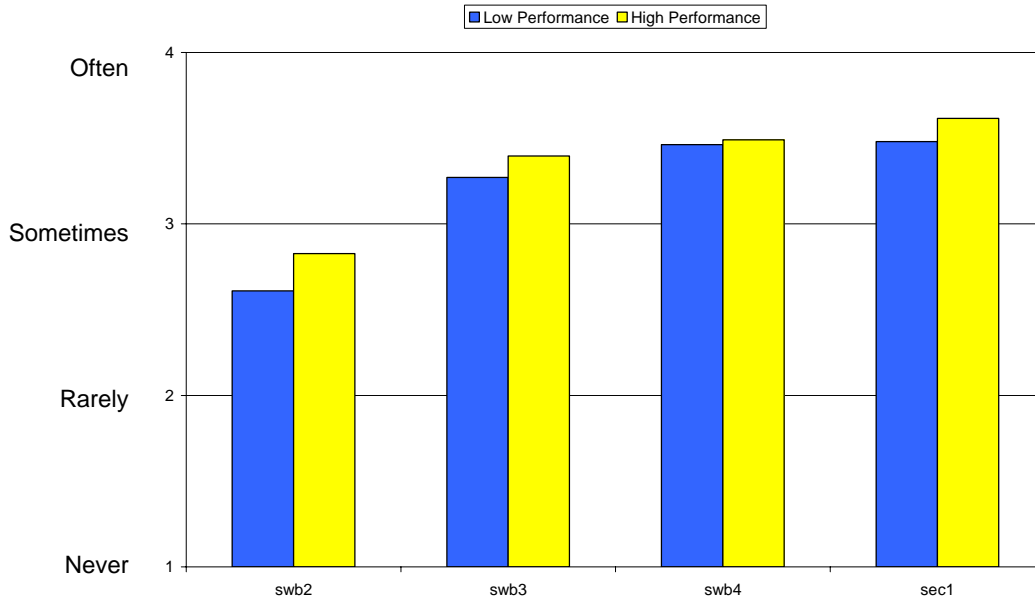
**Rel 5** Do you think that this nursing home tries to make this an easy and pleasant place for families and friends of residents to visit?



- Aut 1** Can you go to bed at the time you want?
- Aut 2** Can you get up in the morning at the time you want?
- Aut 3** Can you decide what clothes to wear?
- Aut 4** Have you been successful in making changes in things that you do not like?



- Enj 1** Do you like the food at here?
- Enj 2** Do you enjoy mealtimes at here?
- Enj 3** Can you get your favorite foods here?
- Swb 1** Do you participate in religious activities here?

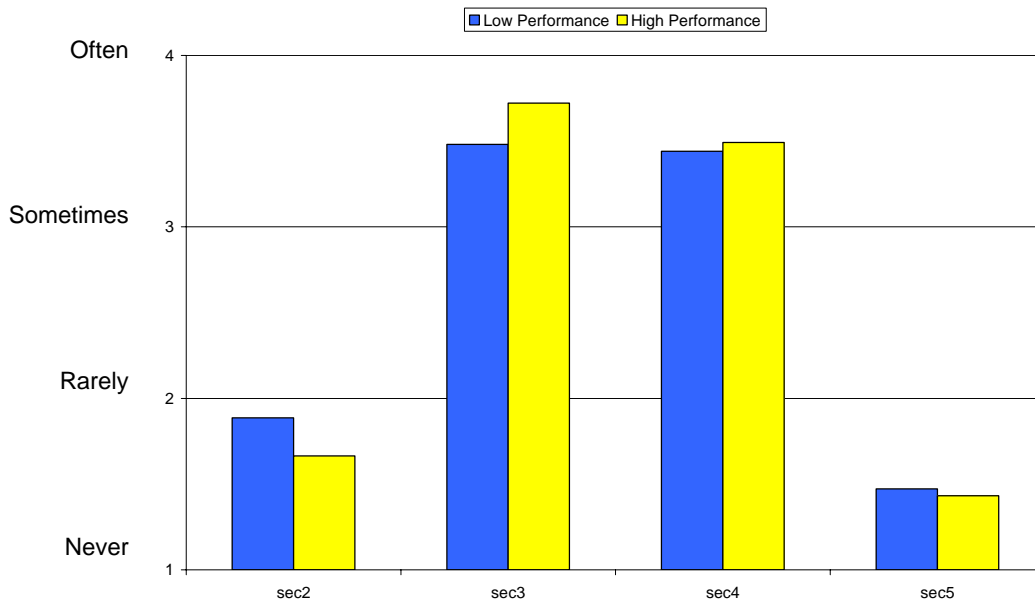


**Swb 2** Do the religious activities here have personal meaning for you?

**Swb 3** Do you feel your life as a whole has meaning?

**Swb 4** Do you feel at peace?

**Sec 1** Do you feel that your possessions are safe at this nursing home?

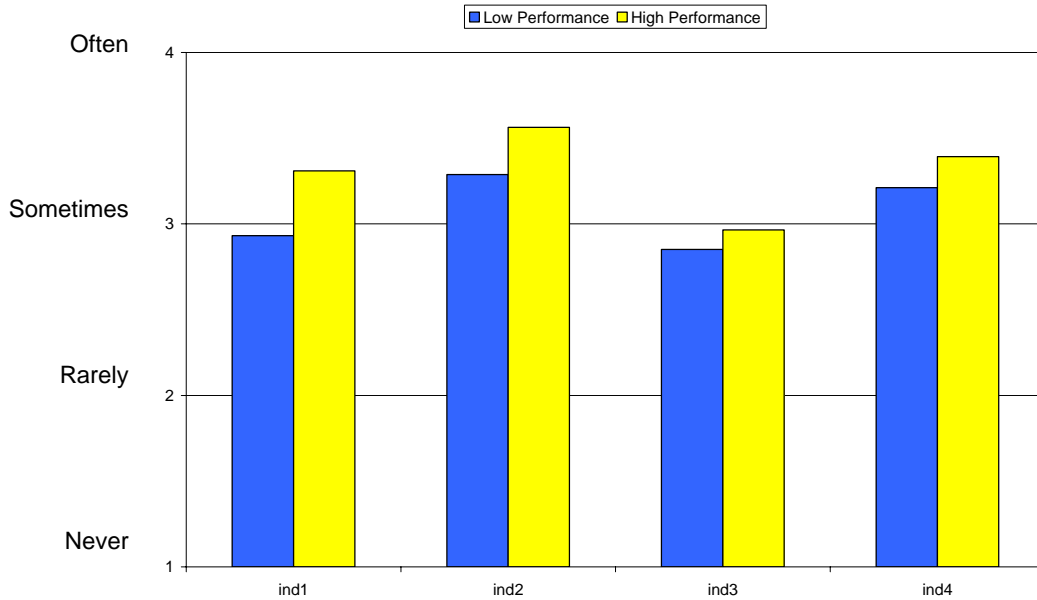


**Sec 2** Do your clothes get lost or damaged in the laundry?

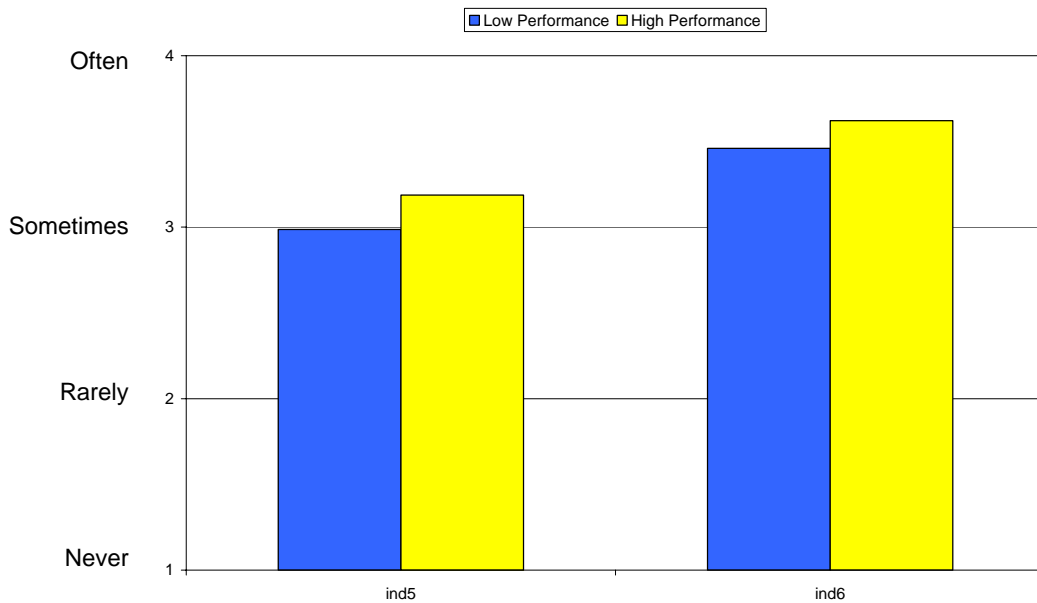
**Sec 3** Do you feel confident that you can get help when you need it?

**Sec 4** If you do not feel well, can you get a nurse or doctor quickly?

**Sec 5** Do you ever feel afraid because of the way you or some other resident is treated?



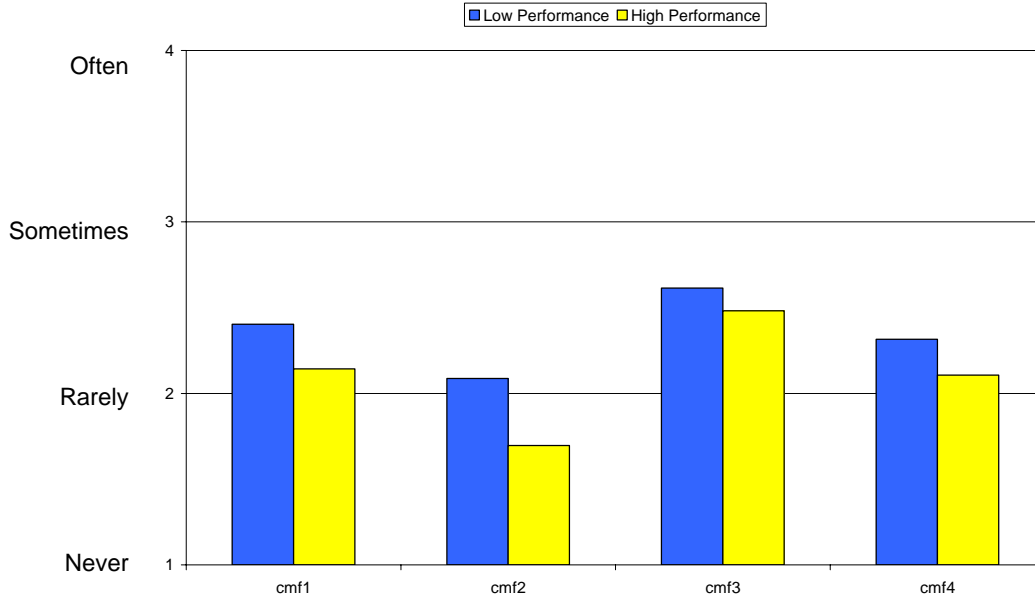
- Ind 1** Taking all staff together, nurses, aides and others, does the staff know about your interests and what you like?
- Ind 2** Do staff members know you as a person?
- Ind 3** Are the people working here interested in your experiences and the things you have done in your life?
- Ind 4** Do staff here take your preferences seriously?



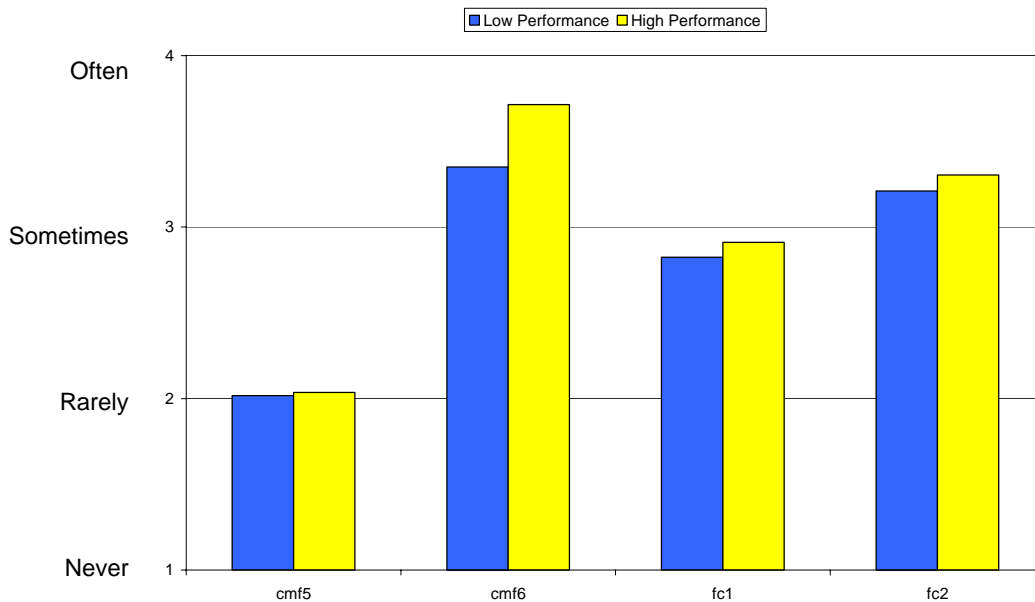
- Ind 5** Do residents here know you as a person?
- Ind 6** Are your personal wishes and interests respected here?

<b>Variable</b>	<b>Domain Name</b>	<b>Description</b>
<b>cmf</b>	Comfort	Residents are free from pain, uncomfortable symptoms, and other physical discomforts. They perceive that their pain and discomfort are noticed and addressed by staff.
<b>fc</b>	Functional Competence	Within the limits of their physical and cognitive abilities, residents are as independent as they wish to be.
<b>pri</b>	Privacy	Residents have bodily privacy, can keep personal information confidential, can be alone as desired, and can be with others in private.
<b>dig</b>	Dignity	Residents perceive their dignity is intact and respected. They do not feel belittled, de-valued, or humiliated.
<b>ma</b>	Meaningful Activity	Residents engage in discretionary behavior that results in self-affirming competence or active pleasure in the doing of or watching of an activity.
<b>rel</b>	Relationships	Residents engage in meaningful person-to-person social interchange with other residents, with staff, and/or with family and friends who live outside the nursing home.
<b>aut</b>	Autonomy	Residents take initiative and make choices for their lives and care.
<b>enj</b>	Food Enjoyment	Residents enjoy meals and food.
<b>swb</b>	Spiritual Well-being	Residents' needs and concerns for religion, prayer, meditation, spirituality, and moral values are met.
<b>sec</b>	Safety, Security and Order	Residents feel secure and confident about their personal safety, are able to move about freely, believe that their possessions are secure, and believe that the staff has good intentions. They know and understand the rules, expectations, and routines of the facility.
<b>ind</b>	Individuality	Residents express their preferences, pursue their past and current interests, maintain a sense of their own identity, and perceive they are known as individuals.

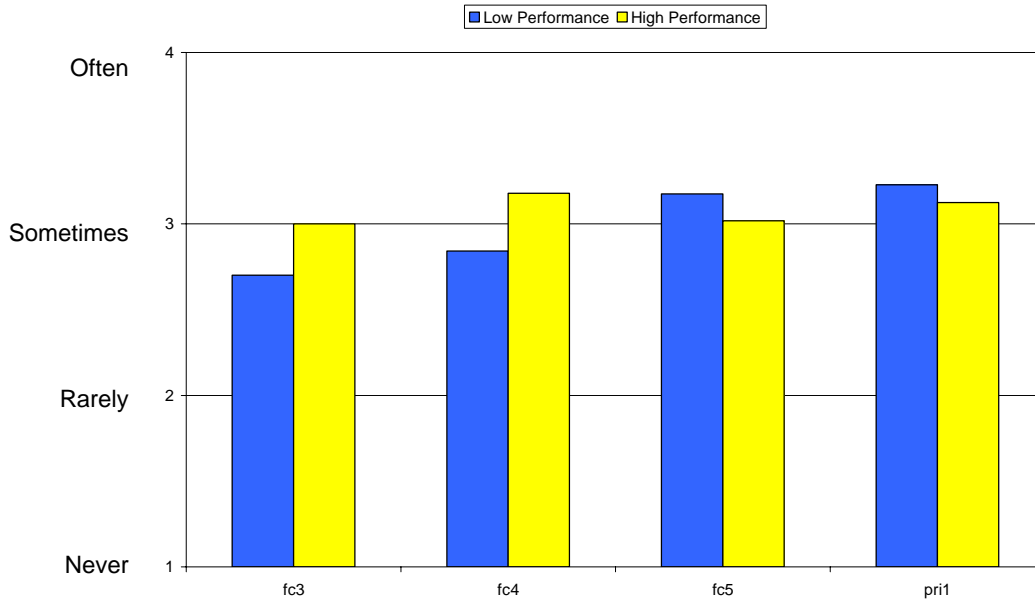
**Appendix B: Family**



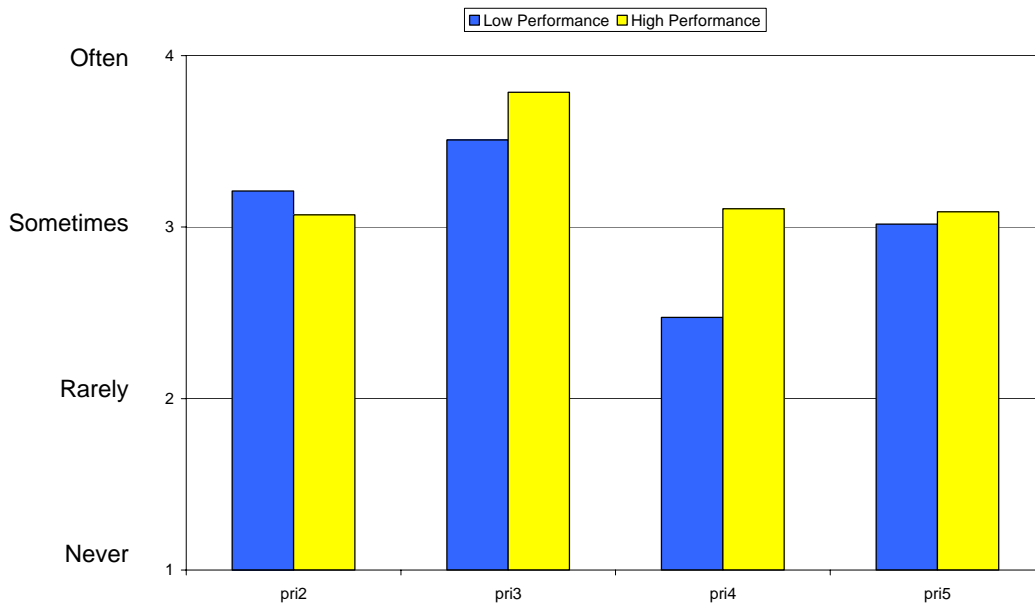
- Cmf 1** How often is your family member too cold here?
- Cmf 2** How often is your family member in the same position so long that it hurts?
- Cmf 3** How often is your family member in physical pain?
- Cmf 4** How often is your family member bothered by noise when in his/her room?



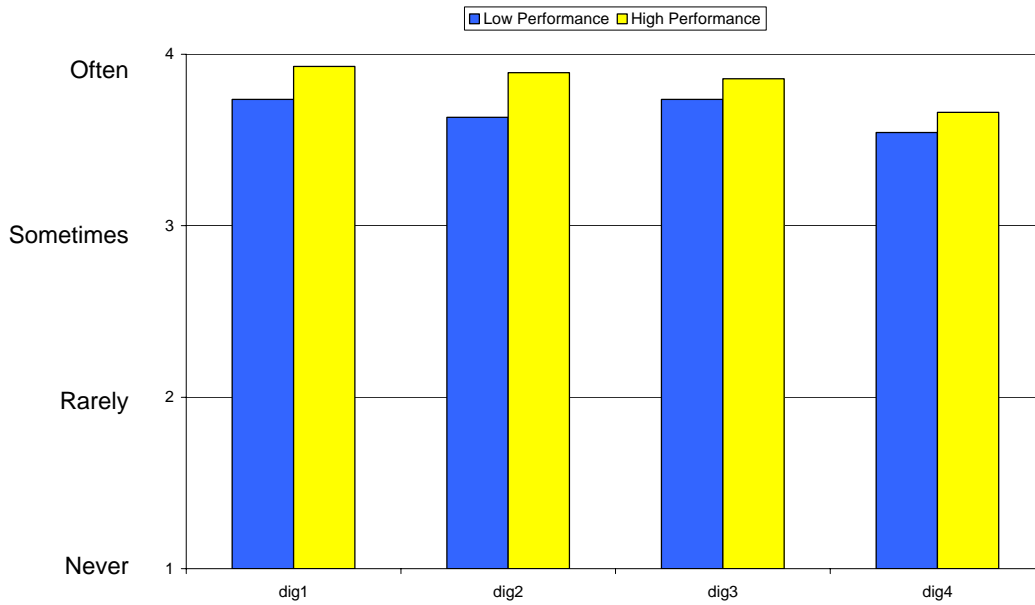
- Cmf 5** How often is your family member bothered by noise in other parts of the nursing home, for example, in the dining room?
- Cmf 6** Does your family member get a good night's sleep here?
- Fc 1** Is it easy for your family member to get around in his/her room alone?
- Fc 2** Can your family member easily reach the things that he/she needs?



- Fc 3** Can your family member get to the bathroom quickly from all parts of the nursing home when needed?
- Fc 4** Can your family member easily reach needed items in the bathroom?
- Fc 5** Does your family member do as much to take care of his/her own things and room as he/she wants?
- Pri 1** Can your family member find a place to be alone if he/she wishes?



- Pri 2** Can your family member make a private phone call?
- Pri 3** When visiting your family member, can you find a place to visit in private?
- Pri 4** Can your family member be together in private with another resident (other than his/her roommate)?
- Pri 5** Do the people who work here knock and wait for a reply before entering the room?

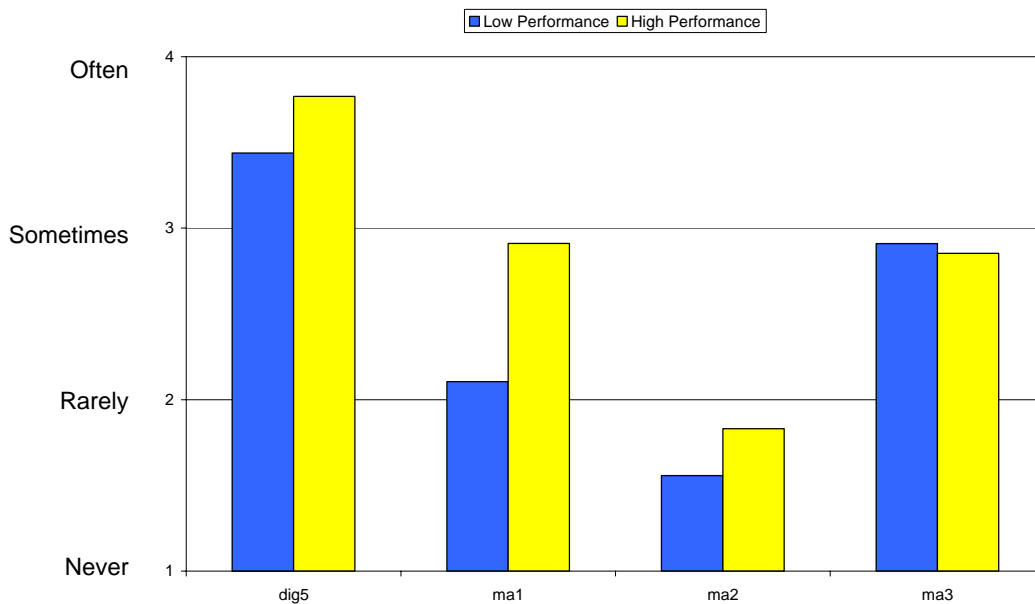


**Dig 1** Do staff here treat your family member politely?

**Dig 2** Do you feel that your family member is treated with respect here?

**Dig 3** Do staff handle your family member gently while giving him/her care?

**Dig 4** Do staff here respect your family member's modesty?

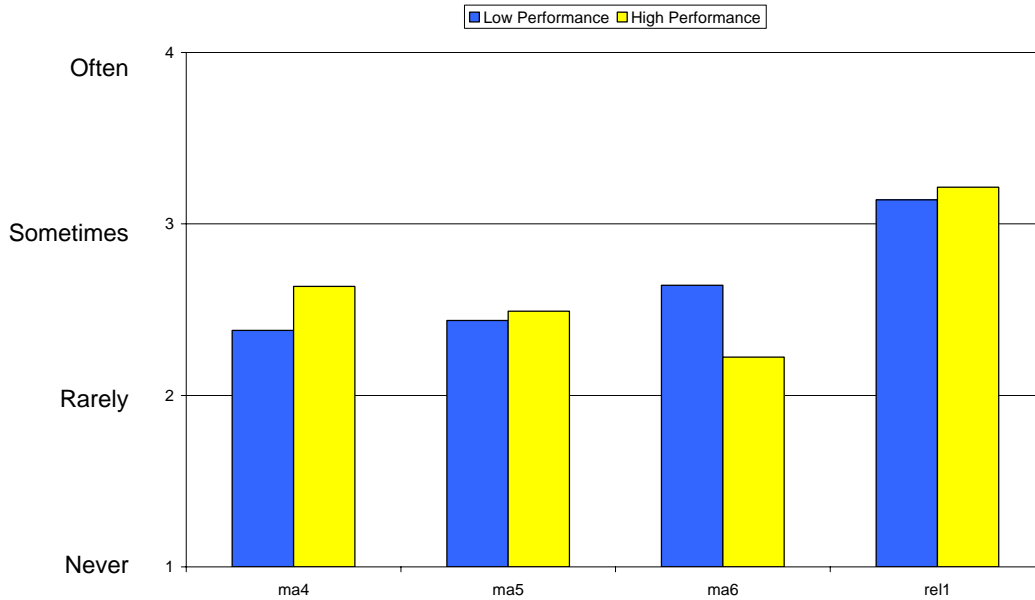


**Dig 5** Do staff take time to listen to your family member when he/she has something to say?

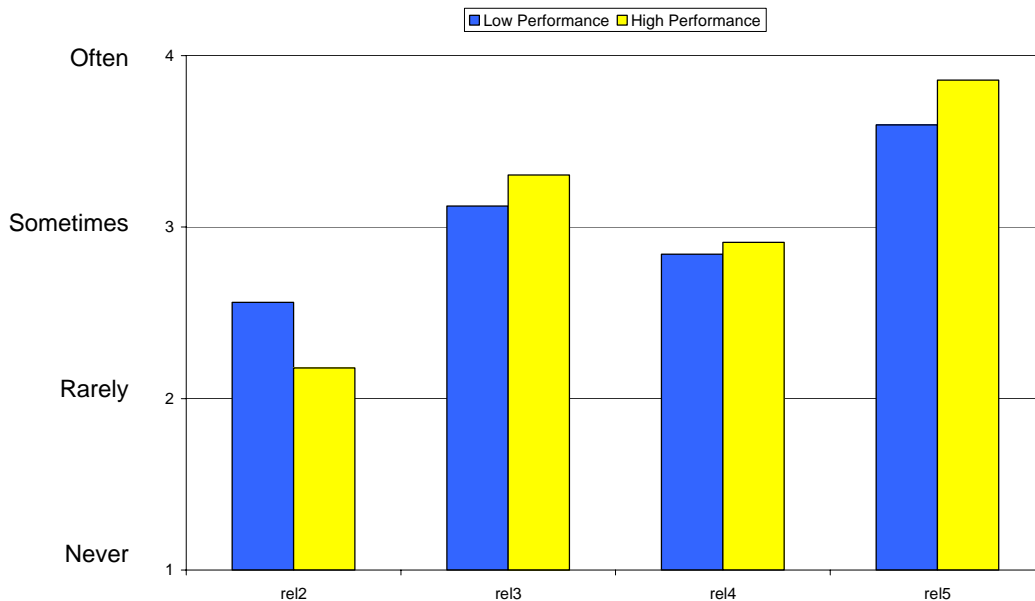
**Ma 1** Does your family member get outdoors as much as he/she wants?

**Ma 2** About how often does your family member get outdoors?

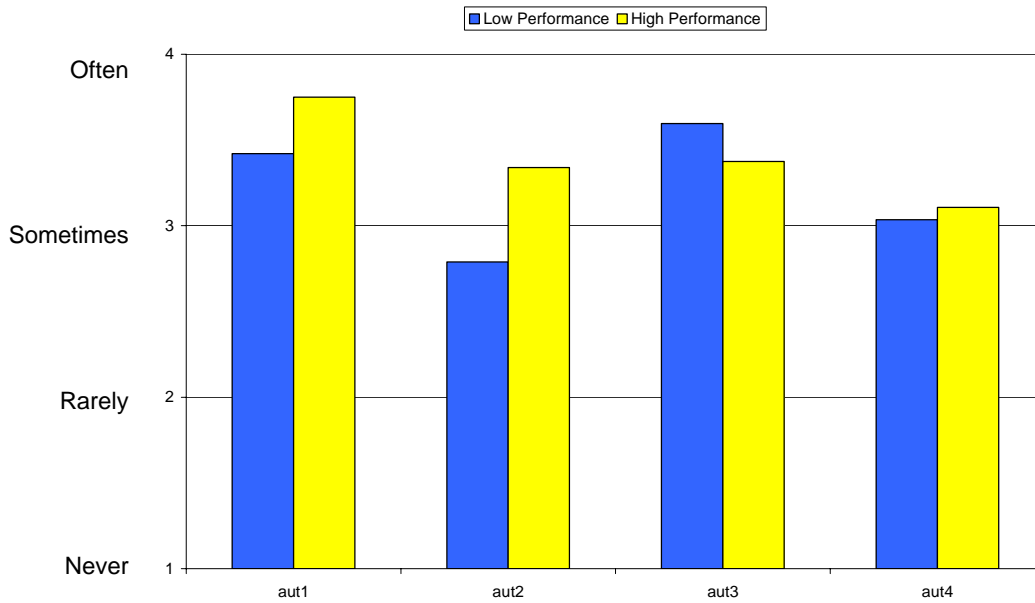
**Ma 3** Does your family member enjoy the organized activities here at the nursing home?



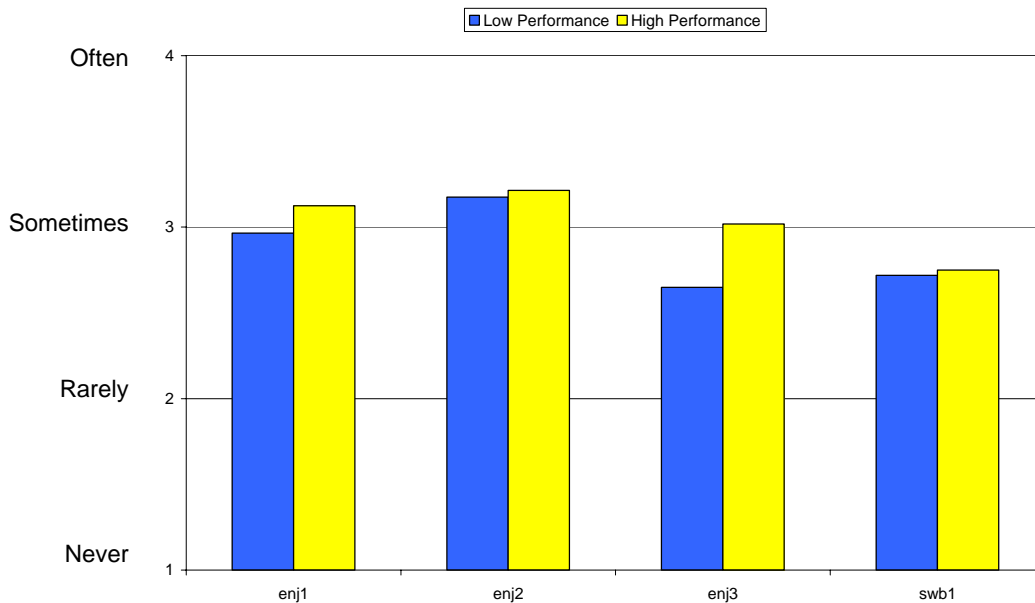
- Ma 4** Outside of religious activities, does your family member have enjoyable things to do at the nursing home during the weekend?
- Ma 5** Despite your family member's health condition, does he/she give help to others, such as other residents, family, people at this nursing home?
- Ma 6** Does your family member seem bored here?
- Rel 1** Is it easy for your family member to make friends at this nursing home?



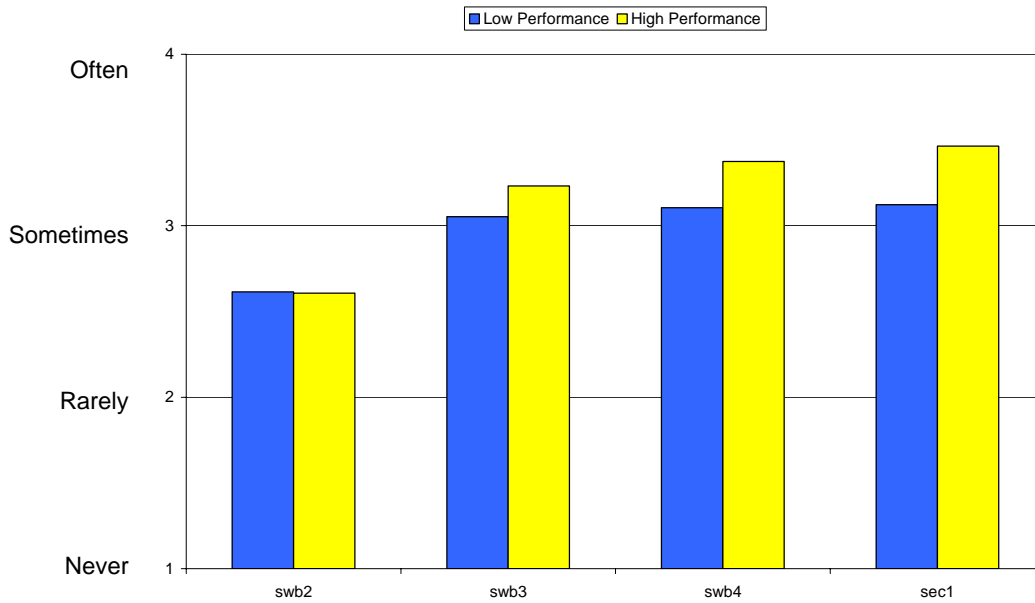
- Rel 2** Does your family member consider that any other resident here is his/her close friend?
- Rel 3** In the last month, have people who worked here stopped just to have a friendly conversation with you?
- Rel 4** Does your family member consider any staff member to be a friend?
- Rel 5** Do you think that this facility tries to make it an easy and pleasant place for families and friends of residents to visit?



- Aut 1** Can your family member go to bed at the time he/she wants?
- Aut 2** Can your family member get up in the morning at the time he/she wants?
- Aut 3** Can your family member decide what clothes to wear?
- Aut 4** Have you been successful in making changes in things that your family member does not like?



- Enj 1** Does your family member like the food at this nursing home?
- Enj 2** Does your family member enjoy mealtimes at this nursing home?
- Enj 3** Can your family member get his/her favorite foods at this nursing home?
- Swb 1** Does your family member participate in religious activities at this nursing home?

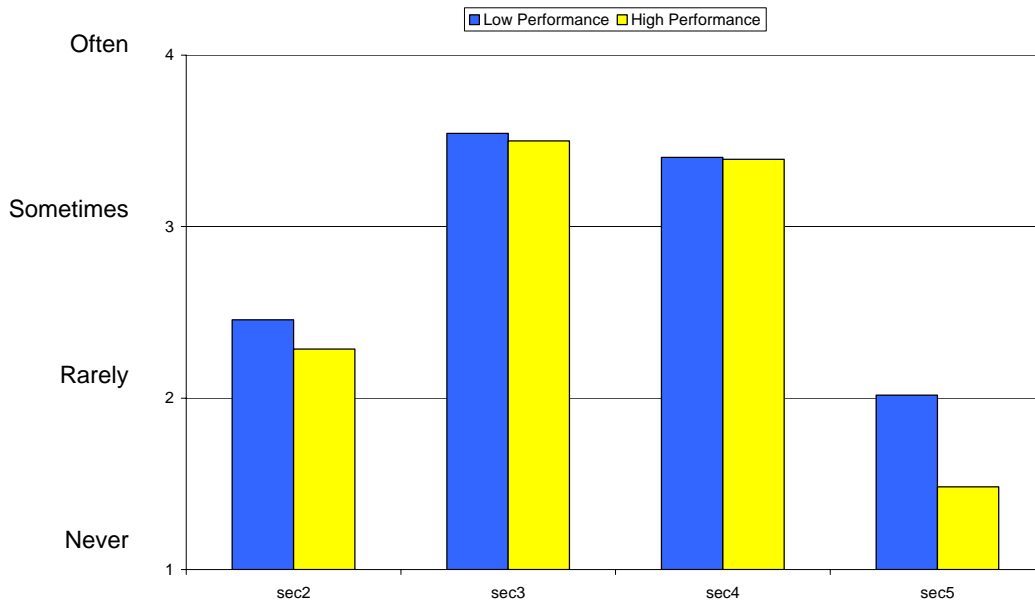


**Swb 2** Do the religious activities at this nursing home have personal meaning for your family member?

**Swb 3** Do you feel your family member's life as a whole has meaning?

**Swb 4** Do you think your family member is at peace at this nursing home?

**Sec 1** Do you feel that your family member's possessions are safe at this nursing home?

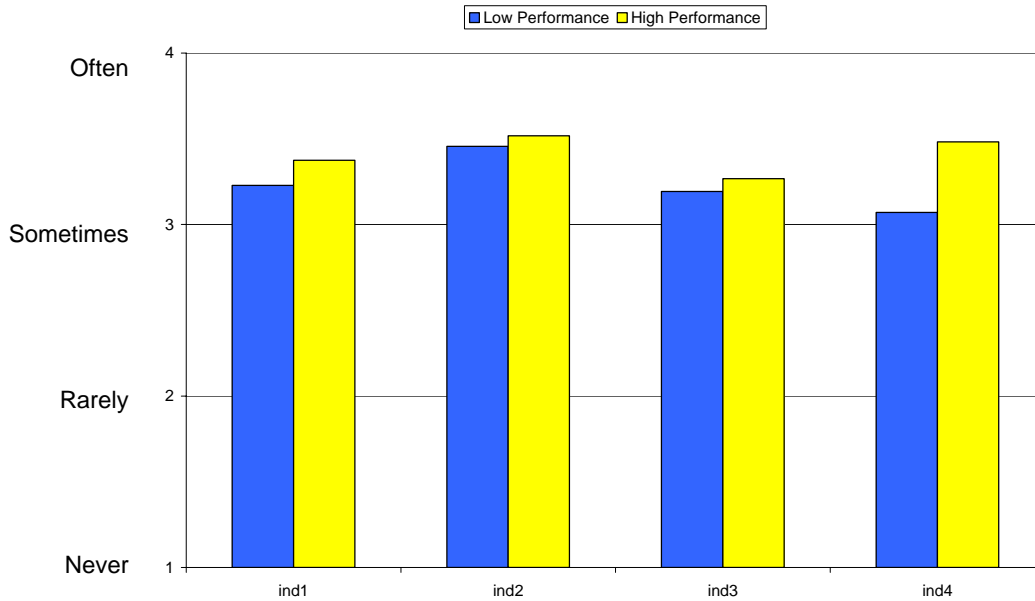


**Sec 2** Do your family member's clothes get lost or damaged in the laundry?

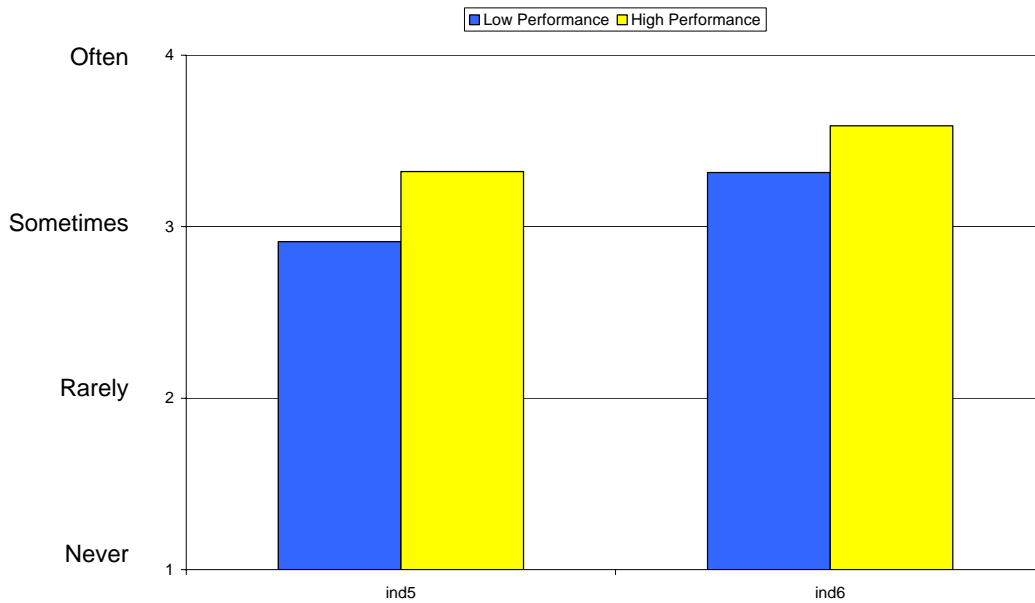
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