

# **Thriving and Living Well in the City of Detroit: Quality of Life Survey Results**

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# Agenda

- ∞ Background
- ∞ Survey Goals
- ∞ Results
  - ∞ Focus is on positive results in order to help implement best practices across facilities
- ∞ Conclusions/Next Steps

# Why Do a NF QoL Survey?

- ∞ Funding from DCH (civil monetary penalty \$) to DAAA for Nursing Facility Enhancement Project
- ∞ Quality of Life is concern across all care settings
- ∞ Hear directly from residents
- ∞ Utilize results to drive improvement in Detroit's long term care system
- ∞ Support policy recommendations developed by Task Force



# Expectations

- ∞ Recent research indicates that facilities located in urban centers have:
  - ∞ High number of survey deficiencies
  - ∞ Low staffing ratios
- ∞ Generally accepted that these = poor quality of care
- ∞ Thus, residents in Detroit facilities expected to report overall “poor” quality of life



# Detroit NF QoL Survey Goals

- ∞ Get “overall” sense of QoL in Detroit NFs
  - ∞ NO facility specific results
- ∞ Interview 10% of target population
- ∞ Use random selection to select respondents
- ∞ Assure confidentiality
- ∞ Speak directly with residents
  - ∞ Previous research indicates friend, family perspectives are different from those of residents

# Who Did We Survey?

- ∞ Resident sampling criteria:
  - ∞ Persons with stay of at least 90 days
    - 46% of all Detroit NF users (2006)
  - ∞ Persons without substantial cognitive impairment
    - Defined as Cognitive Performance Score of  $\leq 3$
    - 74% of Detroit NF users with stay of at least 90 days (2006)
  - ∞ Selected randomly among eligible group

# Major Findings

- ∞ Most respondents (70%) would recommend their current facility to others
- ∞ Majority of respondents (57%) are living “where I want”
- ∞ Useful benchmark for measuring impact of future ‘systems change’ efforts
  - ∞ especially if done on a facility by facility basis

# NF QoL Survey Details

- ∞ 52 items
- ∞ Parallel to QoL tool used in Michigan HCBS programs
- ∞ 10 Issue Areas
  - ∞ Availability of Paid Care/Supports
  - ∞ Relationships with Support Workers
  - ∞ Activities and Community Integration
  - ∞ Personal Relationships
  - ∞ Dignity/Respect
  - ∞ Autonomy
  - ∞ Privacy
  - ∞ Security
  - ∞ Comfort
  - ∞ Environment/Meals
- ∞ Scored on 5-point scale: “strongly disagree” to “strongly agree”



# Methods

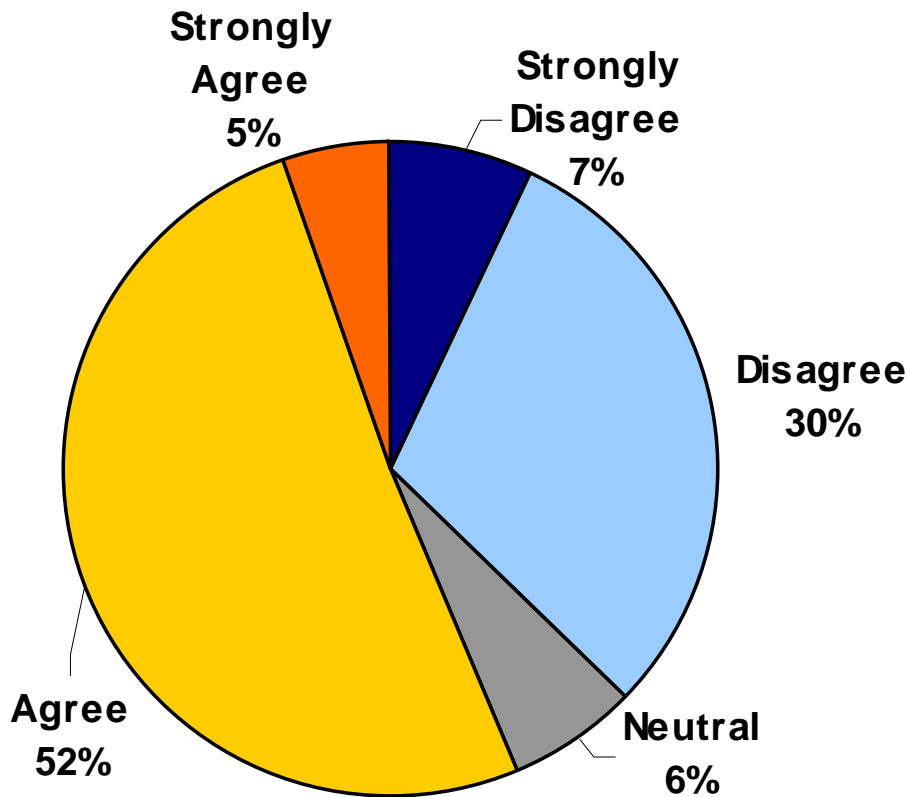
- ∞ All 37 facilities located within DAAA PSA invited to participate; 32 took part
- ∞ Non-participating facilities
  - ∞ Heartland Georgian East
  - ∞ New Light
  - ∞ St. Anne's
  - ∞ St. Francis
  - ∞ St. Joseph

# Was the Survey “Scientific”?

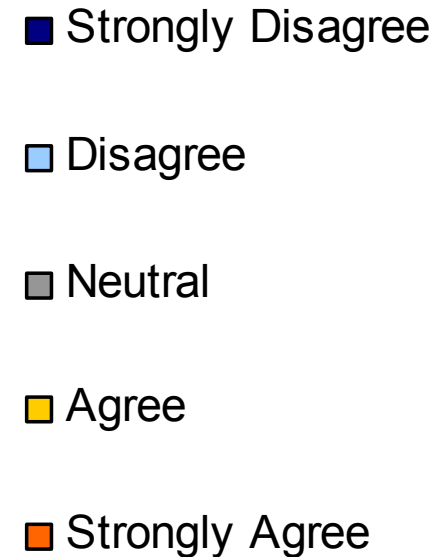
- ∞ High participation rate
- ∞ Individual items had very high response rate, much variation in responses
- ∞ Domains are internally consistent
- ∞ Very little correlation between items in different domains
- ∞ Sample representative of all Detroit facilities
- ∞ Sample representative of target population, except for age

# Results: “Summary” QoL Items

- ∞ Used two items as proxies to measure each respondent’s overall quality of life:
  - ∞ F1: I live where I want
  - ∞ J8: I would recommend this nursing home to others

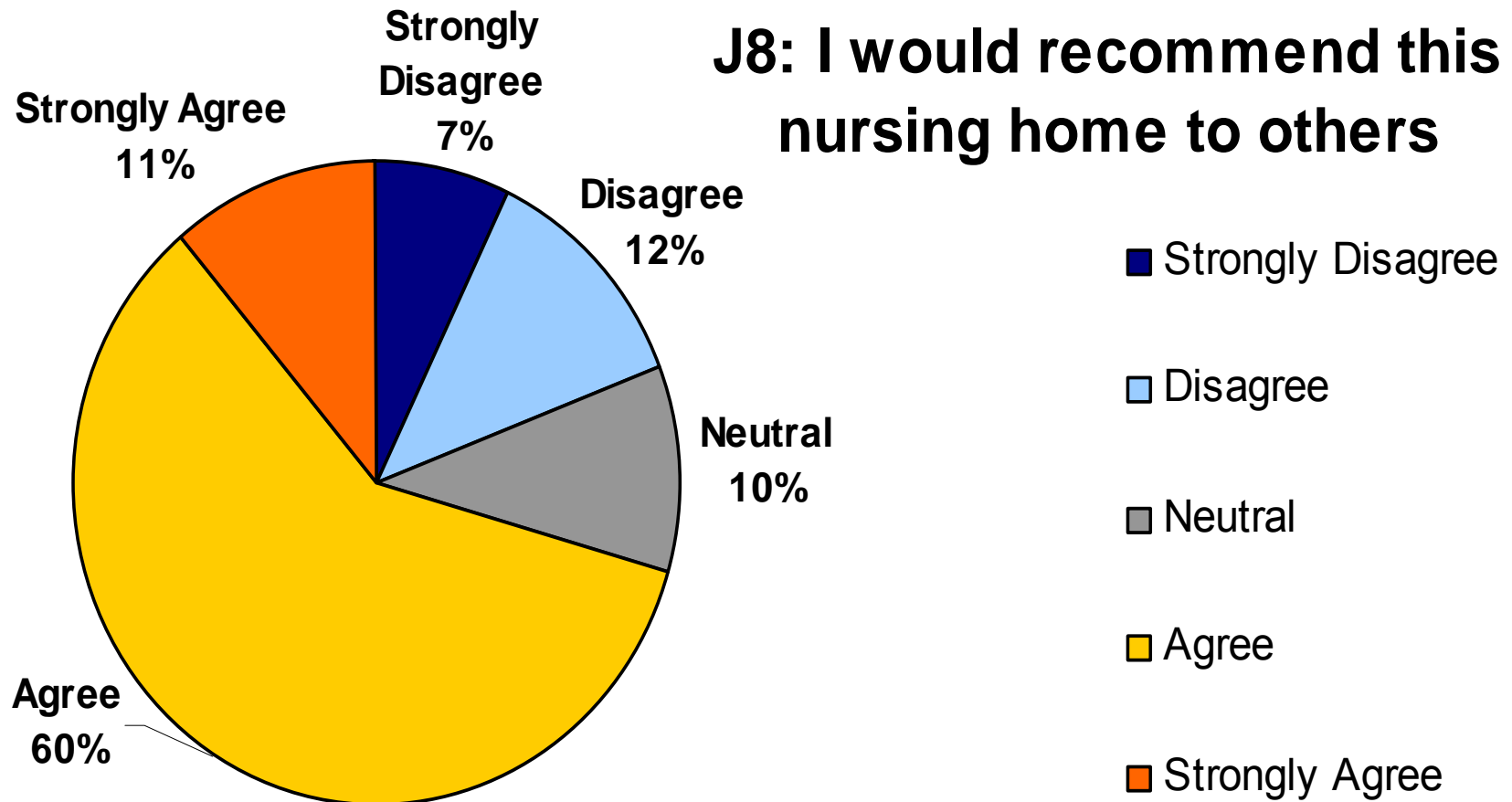


## F1: I live where I want



- 57% of respondents indicated they live where they want compared to 37% who are not living where they want
- Of the 57% of respondents who are living where they want, 84% would recommend their current facility and 16% would not
- “Recommendation” and living where a respondent wants were found to be significantly and positively related

## J8: I would recommend this nursing home to others



- Recommendation = “Strongly Agree” and “Agree”
- Over 70% would recommend their current nursing facility to others

# What Other Factors Predict Summary QoL Measures?

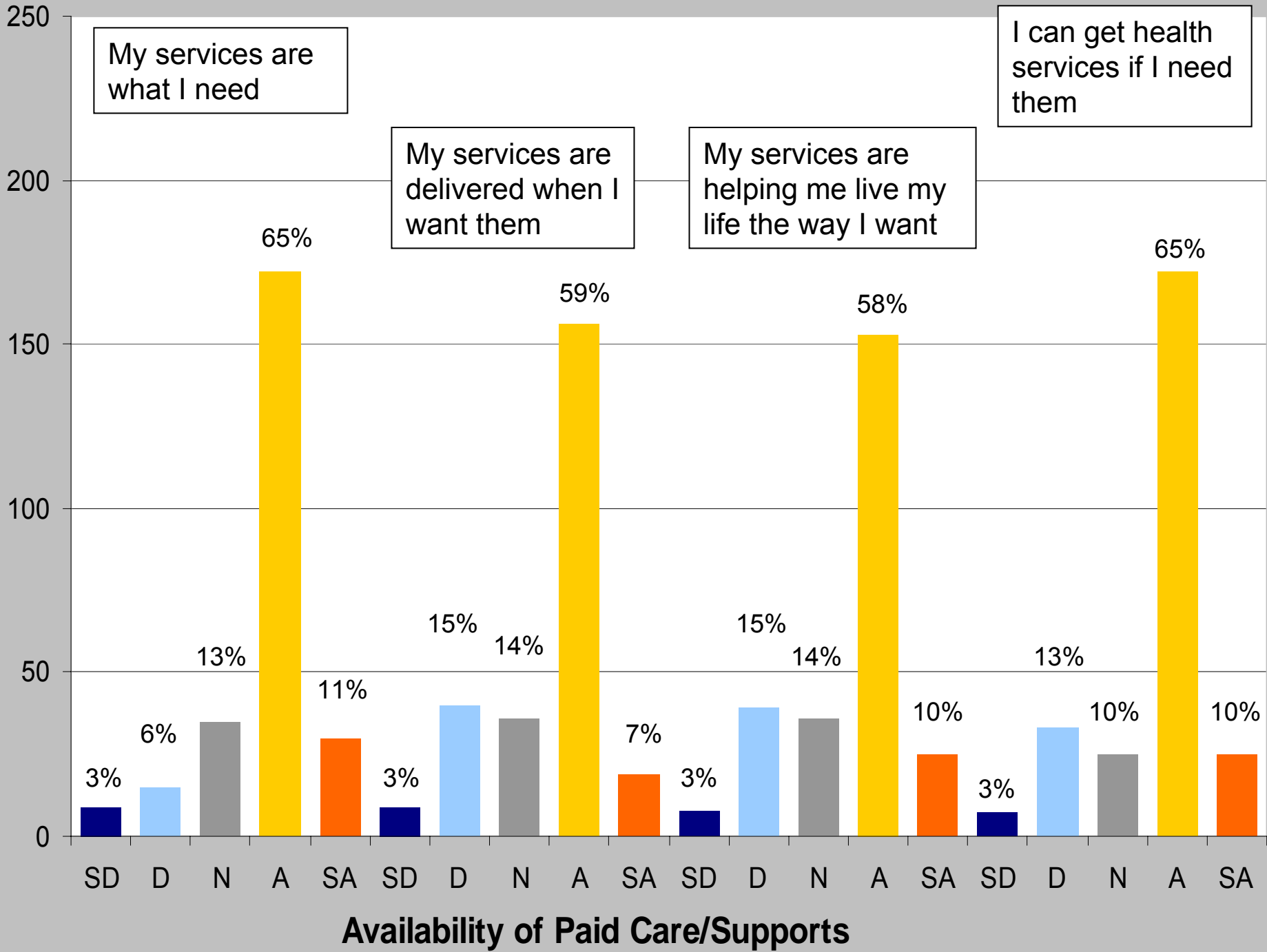
- ∞ Facility characteristics (number of beds, % of Medicaid, etc) were not associated with whether person would recommend home to others
- ∞ Age did not predict either
- ∞ Predictors of “I live where I want”
  - ∞ Overall star rating from Nursing Home Compare
  - ∞ For-profit status

# Positive Responses

- ∞ Respondents were most positive on:
  - ∞ I feel safe around my family/friends (95% agreed)
  - ∞ I am treated with respect by my family and friends (93%)
  - ∞ I feel safe when I am alone (90%)
  - ∞ I feel safe around those who provide my support/care (90%)

# Section A: Availability of Paid Care/Supports

- ∞ Overall, residents have very positive opinion of services they receive



**Availability of Paid Care/Supports**

# Section B: Relationship with Support Workers

- ∞ Positive responses on:
  - ∞ Workers respect what I like and dislike: 75% agree
  - ∞ Workers have enough time for me: 63% agree
  - ∞ I am not ignored by workers: 71% agree
  - ∞ Workers do not assist me when I need it: 51% disagree

# Section C: Activities and Community Integration

- ∞ Overall, most respondents are positive about activities they participate in
  - ∞ 62% take part in community activities
  - ∞ 55% did meaningful things in the past week
  - ∞ 70% can take part in enjoyable activities on the weekend
  - ∞ 89% get along well with other residents

# Section D

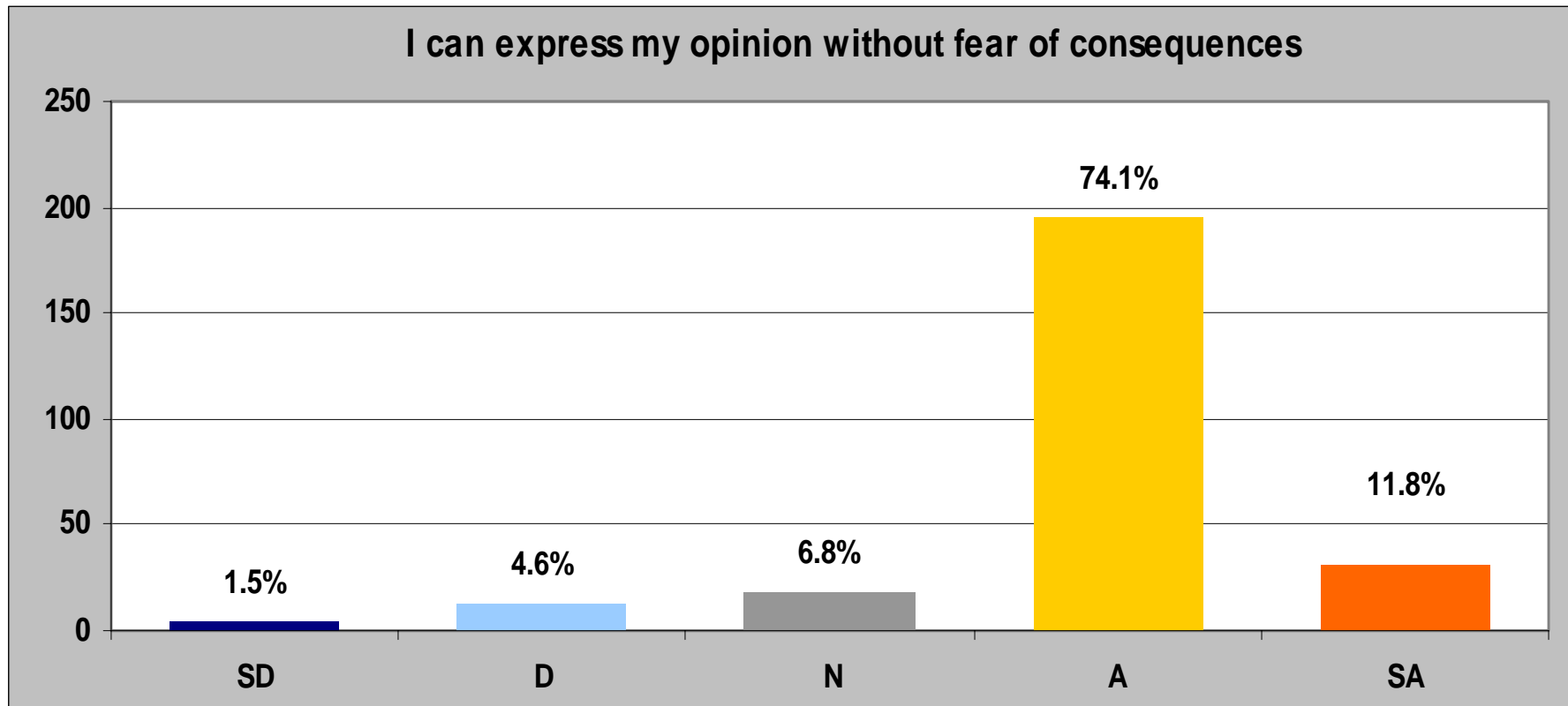
- ∞ Residents were split about opportunities for affection or romance
  - ∞ 60% disagreed
  - ∞ 20% agreed
- ∞ “I have opportunities for a sex life”
  - ∞ Similar pattern of responses as above
  - ∞ 11% had no response or refused to answer

# Section E: Dignity and Respect

- ∞ Overwhelmingly positive responses (over 80% agree or strongly agree):
  - ∞ I am treated with respect by people involved in my support and care
  - ∞ I am treated with respect by my family and friends
  - ∞ Workers do not take advantage of me

# Section E: Dignity/Respect

- ∞ Most respondents feel they can express opinions without fear



# Section F: Autonomy

## ∞ Strongly positive:

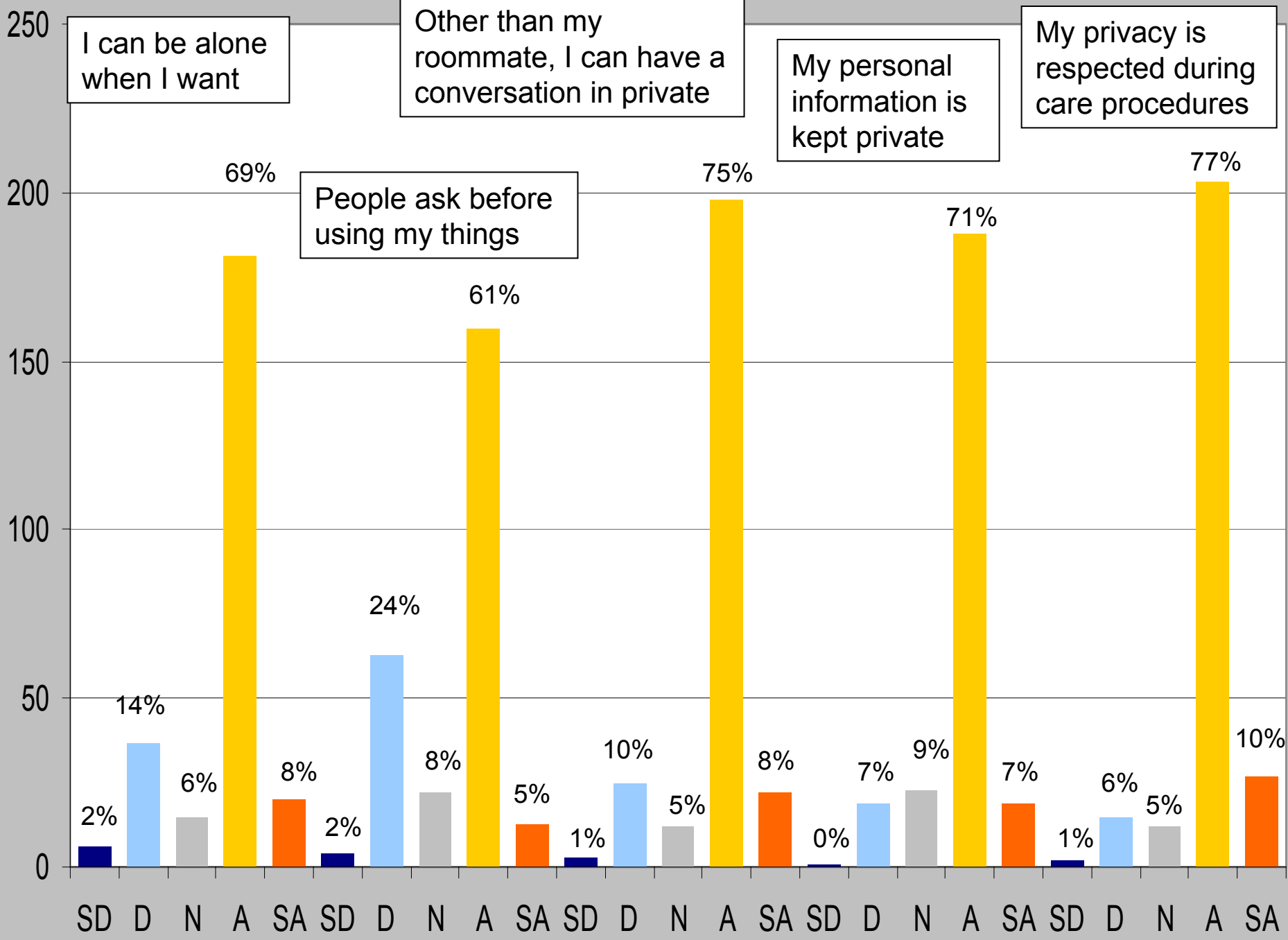
- ∞ I decide how to spend my time: 86% agree
- ∞ I decide when to go to bed and get up: 80% agree
- ∞ I control who comes into my room: 63% agree
- ∞ I decide how my money is spent: 83% agree
- ∞ I am able to keep as clean as I want: 83% agree
- ∞ Other people decide which clothes I wear: 73% disagree

## ∞ Split responses:

- ∞ If I want to, I can spend time with a pet: 54% disagree
- ∞ I can go where I want on the “spur of the moment”: 52% disagree

# Section G: Privacy

- ∞ Respondents' privacy is well respected
  - ∞ All items trended positive
  - ∞ Agreement ranged from 66-87%



I can be alone when I want

Other than my roommate, I can have a conversation in private

My personal information is kept private

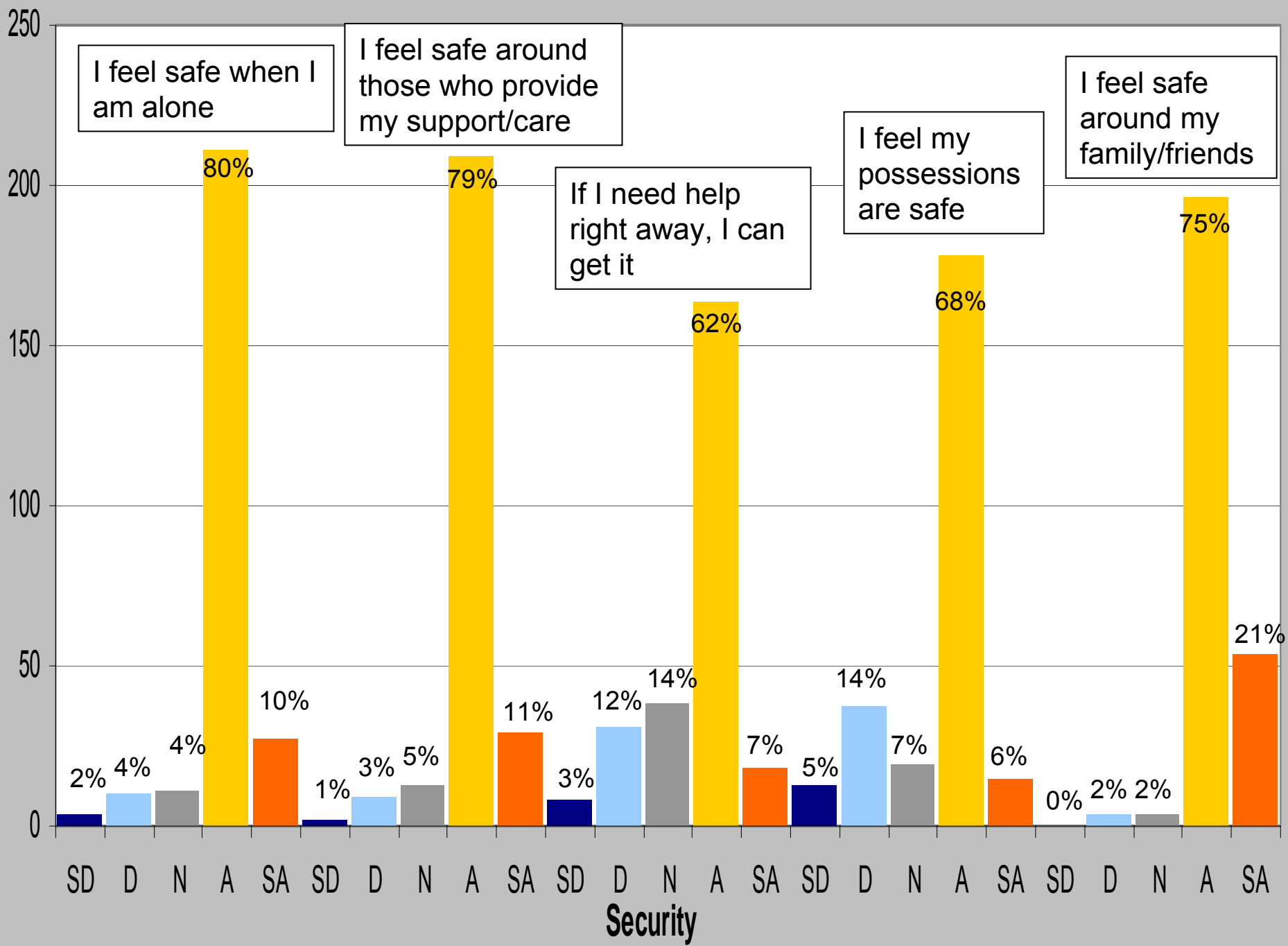
My privacy is respected during care procedures

People ask before using my things

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# Section H: Security

- ∞ Most residents feel very safe in their surroundings
  - ∞ Details on next slide



# Section I: Comfort

- ∞ Respondents are generally comfortable in their environment
  - ∞ 71% get a good night's sleep
  - ∞ 58% are not bothered by noise
- ∞ 86% agree: “I can participate in religious activities that have meaning to me”

# Section J: Environment/Meals

- ∞ 84% of respondents agree that “my room is as clean as I would like”

# Environment/Meals - 2

## ∞ 5 items focus on food and meals

### ∞ Agreements

- Respondents enjoy mealtimes, get enough to eat and feel there is enough variety in meals

### ∞ Closely split

- 44% of respondents do not get their favorite foods, 38% do, 17% are neutral
- “I like the food here”: 49% agree, 29% disagree, 21% neutral

# What Items Drive Satisfaction and Living Where I Want?

- ∞ Workers have enough time for me
- ∞ I am not ignored by workers
- ∞ I eat when I want
- ∞ I enjoy mealtimes
- ∞ I like the food here
- ∞ I get my favorite food here

# What Domain Issues Drive Summary Measures?

- ∞ Drivers of “would recommend to others”:
  - ∞ Availability of Paid Care/Support, Personal Relationships, Autonomy, Security, Environment/Meals
- ∞ Drivers of “I live where I want”:
  - ∞ Activities and Community Integration, Personal Relationships, Environment/Meals
- ∞ How can facilities affect these areas to improve quality of life?

# Conclusions/Next Steps

- ∞ Findings do not reflect what “should be”—they reflect what “is”
  - ∞ Some people are really not satisfied and this deserves our attention
- ∞ Important to listen to each person
  - ∞ “Different strokes for different folks”
- ∞ Achieving high QoL doesn’t necessarily involve spending more money
- ∞ Lots of good news—who needs to hear it?