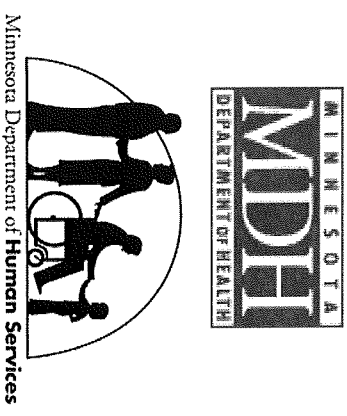


**Minnesota Nursing Facility
Quality of Life -
Resident Satisfaction
Survey Report**



NORTHFIELD CARE CENTER

2008

These measurements were developed by the University of Minnesota. Vital Research, LLC gathered data by face-to-face interviews of residents. These data reflect your quality of care as reported by your residents. Total QoL scores that are reported have a +/- 3.5% margin of error or less; individual domain scores have a +/- 6.5% margin of error or less.

66003

7/19/2008

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Profile of Residents

Number of Completed Interviews Required to Meet the +/-3.5% Margin of Error For Total QoL Scores and the +/-6.5% for Domain Scores: **27**
 Number of Completed Interviews: **27** Total Number of Interviews (completed + incomplete): **27**
 Statewide Completed Interviews: **13,786** Statewide Total Interviews (completed + incomplete): **13,964**

	Nursing Home		Statewide - 2008	
	2008	2007	2008	2007
	n	Average	n	Average
Average Age of Resident in Years	27	88.67	25	87.40
			13,964	83.30
Gender	n	Percent	n	Percent
Male	5	18.52%	4	16.00%
Female	22	81.48%	21	84.00%
4,298			9,666	68.99%
Length of Stay	n	Percent	n	Percent
Short Term	1	3.70%	0	0.00%
Long Term	26	96.30%	25	100.00%
			1,405	9.64%
			12,559	90.36%
Interview Status	n	Percent	n	Percent
Not Interviewed	4	12.90%	4	13.79%
Incomplete	0	0.00%	0	0.00%
Complete	27	87.10%	25	86.21%
			2,090	11.15%
			348	1.90%
			13,786	86.96%
Of Residents Not Interviewed, Reasons Why				
Deceased	2	50.00%	0	0.00%
Discharged/Moved	1	25.00%	1	25.00%
Hospitalized/ill	0	0.00%	1	25.00%
Out of Facility	0	0.00%	0	0.00%
Unable to Locate	0	0.00%	0	0.00%
Asleep	1	25.00%	0	0.00%
Language Barrier	0	0.00%	0	0.00%
Unable to Respond to Questions	0	0.00%	0	0.00%
Refused	0	0.00%	2	50.00%
Other	0	0.00%	0	0.00%
			670	27.29%
			523	23.36%
			63	3.24%

Profile of Residents

Number of Completed Interviews Required to Meet the +/-3.5% Margin of Error For Total GoL Scores and the +/-6.5% for Domain Scores:

Number of Completed Interviews: 27 Total Number of Interviews (completed + incomplete): 27
 Statewide Completed Interviews: 13,786 Statewide Total Interviews (completed + incomplete): 13,964

Of Incomplete Interviews, Reasons Why	Nursing Home		Statewide - 2008	
	2008	2007	2008	2007
	n	Percent	n	Percent
Resident Fatigue	0	0.00%	0	0.00%
Unable to Respond to Questions	0	0.00%	0	0.00%
Refusal to Continue	0	0.00%	0	0.00%
Necessary Clinical Care	0	0.00%	0	0.00%
Resident Illness	0	0.00%	0	0.00%
Other	0	0.00%	0	0.00%
			44	6.00%
			170	22.80%
			85	11.77%
			5	0.63%
			3	0.65%
			26	4.09%

Assistance with Interview

Family Member	0	0.00%	0	0.00%	97	19.48%
Volunteer	0	0.00%	0	0.00%	1	0.13%
Staff Member	0	0.00%	0	0.00%	8	0.52%
Custodian/Guardian	0	0.00%	0	0.00%	0	0.00%
Other	0	0.00%	0	0.00%	1	0.13%

Quality of Life - Resident Satisfaction

The scores for questions answered by fewer than 27 residents may not meet the +/- 3.5% margin of error and should be interpreted with caution. Domain scores for questions answered by fewer than 27 residents may not meet the +/- 6.5% margin of error and should also be interpreted with caution.

	Nursing Home		Statewide 2008						
	2008 % Positive	2007 % Positive	n	10th	25th	50th	75th	90th	
COMFORT (responses = generally yes; generally no)									
Have you been too cold here?	26	88.46%	75.00%	13752	72.73%	78.05%	83.87%	90.63%	94.59%
Are you in physical pain?	27	81.48%	80.00%	13780	62.86%	68.29%	75.00%	81.08%	84.62%
Are you ever in pain because you are left in the same position for too long?	27	88.89%	72.73%	13170	77.78%	81.82%	88.00%	91.89%	95.35%
Are you bothered by noise when you are in your room?	25	100.00%	83.33%	13725	73.81%	78.26%	85.11%	90.00%	94.12%
Comfort Domain Score	27	89.71%	77.77%	13962	74.87%	78.49%	82.29%	86.02%	89.39%
ENVIRONMENTAL ADAPTATIONS (responses = generally yes; generally no)									
Is it easy for you to get around in your room by yourself?	25	80.00%	77.27%	13243	67.39%	71.88%	78.13%	84.00%	88.89%
Are your personal items arranged so you can get to them?	26	92.31%	81.82%	13275	82.76%	86.11%	90.48%	93.55%	96.43%
Can you get to the personal items you want to use in your bathroom?	23	91.30%	86.36%	12369	70.00%	76.67%	82.76%	88.89%	95.24%
Do you take care of your own things as much as you want to?	26	80.77%	90.91%	13254	78.38%	82.76%	88.10%	92.31%	96.55%
Environmental Adaptations Domain Score	27	86.10%	84.09%	13912	77.64%	80.26%	84.94%	88.65%	91.82%
PRIVACY (responses = generally yes; generally no)									
Can you find a place to be alone when you wish?	26	96.15%	81.82%	12809	75.61%	81.25%	86.49%	92.68%	96.30%
Can you make a private phone call?	21	85.71%	90.48%	11971	70.37%	77.27%	84.09%	90.32%	93.75%
Do you and your visitors get enough privacy?	25	100.00%	95.45%	13036	86.67%	90.00%	94.12%	97.14%	100.00%
Privacy Domain Score	26	93.96%	89.25%	13878	80.95%	84.03%	87.85%	91.40%	93.96%
DIGNITY (responses = generally yes; generally no)									
Do the people who work here treat you politely?	27	100.00%	96.00%	13565	89.19%	93.55%	96.97%	100.00%	100.00%
Are you treated with respect here?	27	100.00%	95.83%	13538	90.24%	93.94%	96.77%	100.00%	100.00%
Do the people who work here handle you gently?	24	95.83%	100.00%	12946	87.50%	91.67%	95.45%	97.30%	100.00%
Do the people who work here respect your modesty?	24	100.00%	90.91%	13074	87.50%	93.10%	96.43%	100.00%	100.00%
Dignity Domain Score	27	98.96%	95.69%	13897	89.24%	93.67%	96.26%	98.15%	99.19%
MEANINGFUL ACTIVITY (responses = generally yes; generally no)									
Are there things to do here that you enjoy?	22	95.45%	88.89%	12222	75.56%	80.95%	86.67%	91.67%	96.00%
Are there things to do on the weekend that you enjoy?	16	81.25%	55.56%	11711	50.00%	56.52%	65.52%	75.00%	80.95%
Do you help other people?	21	52.38%	50.00%	12755	46.67%	54.84%	62.86%	71.43%	78.57%
Can you do hobbies that you enjoy here?	19	68.42%	79.17%	11751	57.69%	62.50%	70.97%	80.00%	87.88%
Meaningful Activity Domain Score	26	74.38%	68.40%	13794	61.65%	65.03%	71.50%	77.08%	80.26%
FOOD ENJOYMENT (responses = generally yes; generally no)									
Do you like the food here?	27	88.89%	68.18%	13313	76.00%	82.35%	87.50%	92.31%	95.35%
Do you enjoy mealtimes here?	26	96.15%	78.26%	13248	82.14%	86.21%	90.91%	94.87%	96.97%
Do they serve your favorite foods here?	25	72.00%	61.11%	12141	58.54%	69.23%	76.47%	83.87%	91.11%
Food Enjoyment Domain Score	27	85.68%	69.18%	13790	74.13%	79.05%	85.57%	89.43%	93.15%

Quality of Life - Resident Satisfaction

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	Nursing Home		Statewide 2008					
	n	2008 % Positive	n	10th Percentile	25th Percentile	50th Percentile	75th Percentile	90th Percentile
AUTONOMY (responses = generally yes; generally no)								
Can you go to bed at the time you want?	26	84.62%	13587	83.33%	88.24%	92.11%	96.00%	97.22%
Can you get up in the morning at the time you want?	27	70.37%	13420	60.00%	67.86%	76.09%	84.62%	88.89%
Can you change things you don't like here?	15	66.67%	9503	38.89%	45.45%	53.57%	65.22%	75.00%
Can you decide what clothing to wear?	27	85.19%	13336	82.14%	87.50%	91.18%	95.35%	97.14%
Do the people that work here know what you like and don't like?	22	100.00%	11617	80.00%	86.36%	92.11%	96.15%	100.00%
Autonomy Domain Score								
	27	81.37%	13860	72.39%	76.61%	81.05%	84.75%	87.93%
INDIVIDUALITY (responses = generally yes; generally no)								
Are people working here interested in the things you've done in your life?	21	90.48%	11144	60.42%	66.67%	76.47%	82.86%	88.00%
Do the people who work here know you as a person?	26	96.15%	12632	75.00%	82.35%	89.47%	93.94%	96.67%
Do the people who live here know you as a person?	23	78.26%	12315	69.70%	77.78%	84.21%	89.47%	93.75%
Individuality Domain Score								
	26	88.30%	13550	68.05%	76.61%	83.21%	87.61%	91.53%
SECURITY (responses = generally yes; generally no)								
Are your personal items safe here?	27	96.30%	12997	78.57%	83.33%	90.91%	95.00%	97.22%
Does your clothing get lost or damaged in the laundry?	27	77.78%	12166	57.58%	65.22%	75.00%	82.14%	88.57%
Do you feel safe and secure?	27	100.00%	13550	90.24%	93.55%	96.88%	100.00%	100.00%
Security Domain Score								
	27	91.36%	13821	76.90%	81.88%	87.47%	91.28%	94.07%
RELATIONSHIPS (responses = generally yes; generally no)								
Do the people who work here ever stop by just to talk?	24	54.17%	13174	52.78%	61.76%	69.77%	76.67%	83.33%
Do you consider anybody who works here to be your friend?	24	91.67%	12854	73.33%	79.49%	86.11%	91.18%	94.29%
Can you get help when you need it?	27	92.59%	13132	85.19%	90.24%	94.12%	96.77%	100.00%
Relationships Domain Score								
	27	79.48%	13802	73.26%	78.52%	82.32%	87.19%	90.42%
SATISFACTION (responses = generally yes; generally no)								
Do the people who work here listen to what you say?	24	95.83%	12426	80.00%	87.10%	92.11%	96.15%	100.00%
Do the people who work here explain your daily care to you?	18	83.33%	11482	54.17%	63.16%	72.41%	81.08%	88.00%
Do you consider any of the other people who live here a friend?	24	91.67%	12718	72.00%	78.26%	84.62%	90.91%	93.94%
Do the people who work here knock on your door and wait to be invited in?	26	92.31%	12746	64.29%	69.44%	75.86%	83.33%	91.30%
Do the people who work here ever get angry at you?	26	100.00%	12636	68.75%	76.92%	84.62%	90.57%	95.24%
Would you recommend this nursing home to someone who needs care?	25	100.00%	12899	82.86%	88.46%	93.33%	97.14%	100.00%
Overall, what grade would you give this nursing home? *	24	80.21%	12500	70.00%	75.00%	79.00%	83.33%	88.04%
Satisfaction Domain Score								
	27	87.03%	13811	73.23%	76.96%	81.41%	85.44%	88.28%

* responses = Grades A through F

Quality of Life - Resident Satisfaction

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MOOD (responses = Don't know/Not Available/No Response; Never; Rarely; Sometimes; Often)

	Nursing Home						Statewide 2008					
	n	2008 % Positive	2007 % Positive	n	10th	25th	50th	75th	90th			
In the past two weeks, how often have you felt Bored?	24	62.50%	66.67%	13132	47.52%	52.56%	59.14%	65.71%	69.70%			
In the past two weeks, how often have you felt Angry?	27	82.72%	79.17%	13417	65.85%	71.33%	76.19%	81.37%	86.11%			
In the past two weeks, how often have you felt Peaceful?	24	90.28%	85.96%	12973	73.74%	77.01%	81.48%	85.56%	89.17%			
In the past two weeks, how often have you felt Worried?	26	66.67%	60.32%	13271	51.06%	55.56%	61.11%	66.67%	70.45%			
In the past two weeks, how often have you felt Interested in things?	22	80.30%	75.76%	12630	64.58%	68.33%	73.17%	79.01%	82.76%			
In the past two weeks, how often have you felt Sad?	24	47.22%	53.62%	13214	47.06%	51.94%	57.33%	62.50%	65.56%			
In the past two weeks, how often have you felt Afraid?	26	93.59%	92.75%	13418	75.00%	79.82%	85.42%	89.66%	92.25%			
In the past two weeks, how often have you felt Lonely?	24	44.44%	69.57%	13297	43.75%	49.61%	55.56%	61.54%	66.67%			
In the past two weeks, how often have you felt Happy?	23	85.51%	78.67%	13150	70.37%	73.56%	78.47%	83.33%	86.27%			
Mood Domain Score	27	72.58%	73.61%	13784	62.77%	65.88%	69.31%	73.29%	76.14%			
OVERALL SCORE NORTHFIELD CARE CENTER	27	85.74%	80.25%	13798	76.24%	79.35%	82.68%	85.56%	88.98%			

Nursing Home

Statewide 2008

	Nursing Home						Statewide 2008							
	n	DK/ NA/NR*	A	B	C	D	F	n	DK/ NA/NR*	A	B	C	D	F
SATISFACTION - CLOSER LOOK	n	DK/ NA/NR*	A	B	C	D	F	n	DK/ NA/NR*	A	B	C	D	F
Overall, what grade would you give this nursing home?	27	11.11%	37.04%	37.04%	11.11%	3.70%	0.00%	13798	9.27%	37.50%	33.01%	16.51%	2.46%	1.25%

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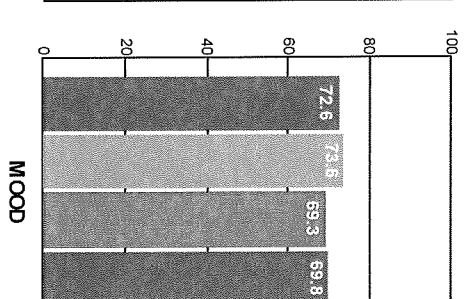
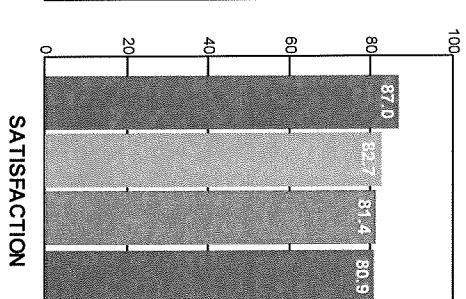
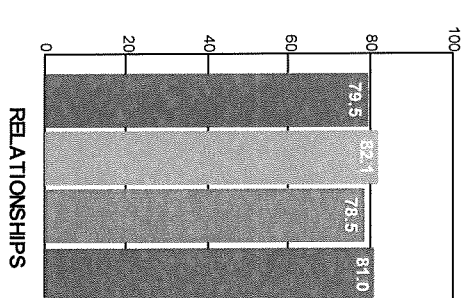
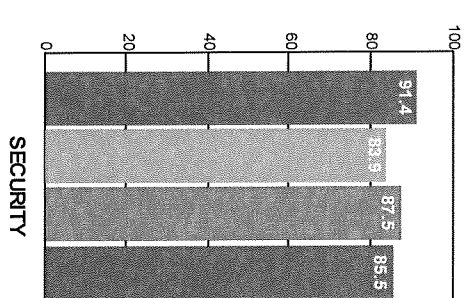
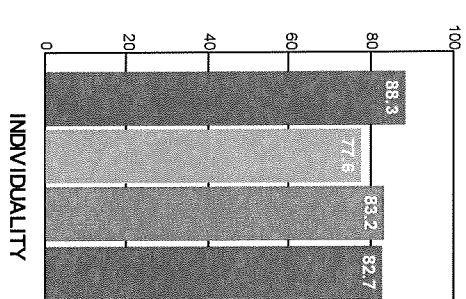
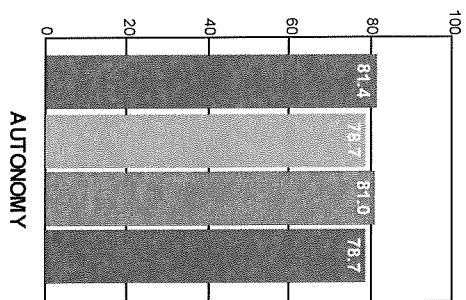
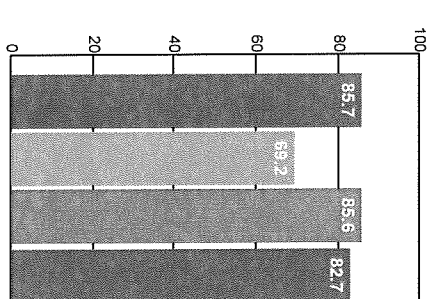
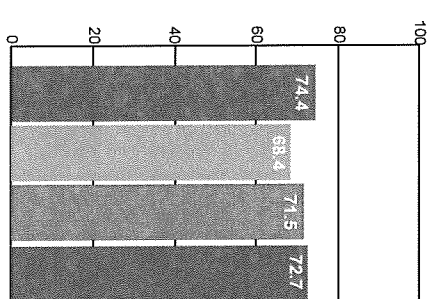
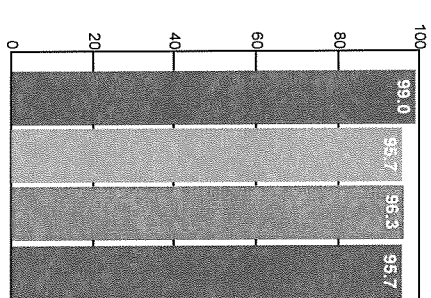
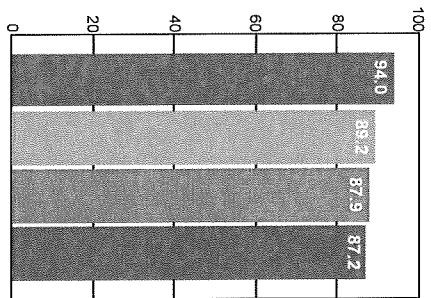
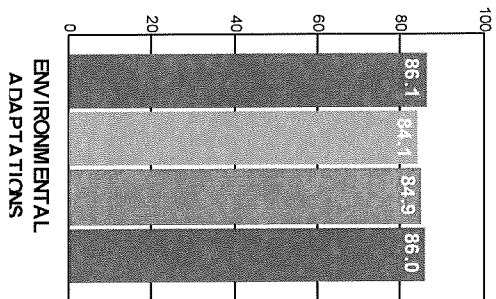
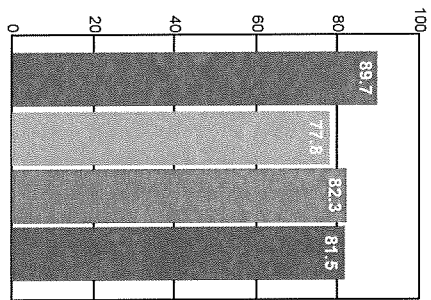
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MOOD - CLOSER LOOK

	Nursing Home						Statewide 2008					
	n	DK/ NA/NR*	Never	Rarely	Some-times	Often	n	DK/ NA/NR*	Never	Rarely	Some-times	Often
In the past two weeks, how often have you felt Bored?	27	11.11%	25.93%	29.63%	29.63%	3.70%	13797	4.79%	34.29%	19.69%	28.19%	13.03%
have you felt Angry?	27	0.00%	55.56%	37.04%	7.41%	0.00%	13794	2.66%	54.33%	21.59%	16.19%	5.24%
have you felt Peaceful?	27	11.11%	0.00%	0.00%	25.93%	62.96%	13771	5.64%	4.15%	6.78%	25.61%	57.82%
have you felt Worried?	27	3.70%	37.04%	25.93%	29.63%	3.70%	13779	3.61%	37.78%	18.89%	27.04%	12.68%
have you felt Interested in things?	27	18.52%	0.00%	14.81%	18.52%	48.15%	13780	8.18%	7.13%	10.48%	29.71%	44.51%
have you felt Sad?	27	11.11%	3.70%	40.74%	33.33%	11.11%	13774	3.95%	29.99%	23.54%	29.61%	12.92%
have you felt Afraid?	27	3.70%	77.78%	18.52%	0.00%	0.00%	13782	2.56%	70.11%	13.56%	9.85%	3.92%
have you felt Lonely?	27	11.11%	3.70%	25.93%	55.56%	3.70%	13779	3.42%	31.17%	17.79%	31.69%	15.93%
have you felt Happy?	27	14.81%	3.70%	0.00%	25.93%	55.56%	13781	4.43%	4.51%	8.66%	30.87%	51.53%

* Don't Know/Not Applicable/No Response

RESIDENT SATISFACTION DOMAIN AVERAGE SCORES



Your Nursing Home - 2008
 Your Nursing Home - 2007
 State Average - 2008
 State Average - 2007