



Satisfaction Survey Overall Scores		The Ohio Department of Aging conducts annual satisfaction surveys in nursing homes. In odd-numbered years, residents are surveyed through in-person interviews. In even-numbered years, families are surveyed through the mail. A sample of residents and families are surveyed, so not every resident or his or her family are surveyed.	
Ask	Listen For	Learn More	My Expectations for Excellence
<p>What was your most recent overall <i>resident</i> satisfaction score?</p> <p>What was your most recent overall <i>family</i> satisfaction score?</p>	<p>86 or higher OR, if lower, what the home is doing to improve</p> <p>88 or higher OR, if lower, what the home is doing to improve</p>	<p>Visit www.ltcoho.org to learn more about nursing homes you are considering, including satisfaction scores. Search by location or facility name.</p> <p>View the 2011 Resident Satisfaction Survey Overall Scores.</p> <p>Help a nursing home improve satisfaction with the Family/Friend Worksheet and Resident Worksheet.</p>	



Participation in the Advancing Excellence in America's Nursing Homes Campaign

The Advancing Excellence in America's Nursing Homes Campaign is a major initiative of the Advancing Excellence in Long-term Care Collaborative. The collaborative helps consumers and providers achieve high levels of physical, mental and social well-being in long-term care services. Participating nursing homes have access to educational tools and quality improvement resources, as well as methods for monitoring their progress in each of the campaign's goals.

Ask	Listen For	Learn More	My Expectations for Excellence
<p>Are you participating in the Advancing Excellence Campaign?</p>	<p>“Yes and our goals are...” OR “No because we have our own quality program that includes reviewing healthcare practices and creating a homelike environment.”</p>	<p>Read the Expect Excellence consumer brochure.</p> <p>Visit www.nhqualitycampaign.org to find participating nursing homes and to register as a consumer.</p>  <p>Visit the Ohio Office of the State Long-term Care Ombudsman for help.</p>	



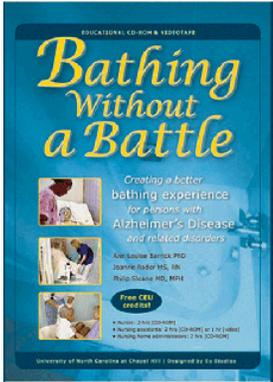
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)
F 309	<p>Continued From page 1</p> <p>revealed Resident #31 was admitted on 01/20/21 with diagnoses including diabetes, dementia, complicated open wound with a history of atria fibrillation and taking a blood thinner (Coumadin). She was assessed to be confused, only alert to self and family, and totally dependent on others for her care.</p> <p>Further record review revealed a physician's order on 02/26/12 to hold Coumadin starting 02/24/12 until 03/01/12 for surgical wound debridement, and an order written on 03/20/12 to stop the Coumadin on 03/29/12 for a repeat surgical debridement on 04/02/12.</p>



Choice in Dining

Person-centered dining considers all aspects of the dining experience: the food, how and where it is served, and opportunity for social interaction. If a nursing home offers multiple options for dining, then choices in other parts of the resident’s life become easier, such as when to wake up in the morning.

Ask	Listen For	Learn More	My Expectations for Excellence
<p>What is your policy regarding food choices and alternatives?</p> <p>What types of dining do you offer?</p>	<p>“Here is a list of the alternatives we always have on hand. If these don’t appeal to you, what sounds better to you?”</p> <ul style="list-style-type: none"> Family-style Buffet Restaurant-style Open dining 24-hour dining 	<p>A few examples from recommended dining practice standards are:</p> <ul style="list-style-type: none"> Liberalized diets should be the norm, with few restrictions for specific medical conditions. Diet selection should start with resident preferences. Low sodium diets are not shown to be effective in the long-term care for reducing blood pressure so benefit to the individual resident should be documented. 	

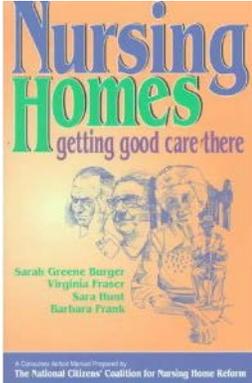
Choice in Bathing		The bathing experience is a very personal one. Residents should be able to bathe as often as they like, at the time of day they prefer, and how and where they want (e.g., shower, tub or in bed).	
Ask	Listen For	Learn More	My Expectations for Excellence
<p>How often do residents have a bath?</p>	<p>“As often as they want”</p> <p>“Residents can choose to have a shower, a bath or anything in between.”</p> <p>“We accommodate each person’s lifelong pattern.”</p> <p>“We understand the special needs of people with dementia and we are creative in adapting to preferences, comfort and need for cleanliness.”</p>	<p>“Bathing without a Battle” is a national program that provides training materials for nursing homes to enhance the bathing experience for people with dementia. On their website, consumers can learn about bathing options and their benefits.</p>	
<p>How do you make bathing comfortable?</p>	<p>“Bathing rooms have heat lamps and other features for warmth.”</p> <p>“We assure privacy by bathing only one resident at a time in one room.”</p>	 <p>The image shows a brochure titled "Bathing Without a Battle" with a blue background. It features the text "Creating a better bathing experience for persons with Alzheimer's Disease and related disorders" and lists authors: Julie Quake, RN, PhD; JoAnne Ruder, MS, RN; and Philip Quake, MD, MPH. It also includes a "Free CEU Credit" badge and a list of topics: "Nurses: 2 hrs (2019-20)", "Nursing Assistants: 2 hrs (2019-20)", and "Nursing Home Administrators: 2 hrs (2019-20)". The University of North Carolina at Chapel Hill is credited as the creator.</p>	

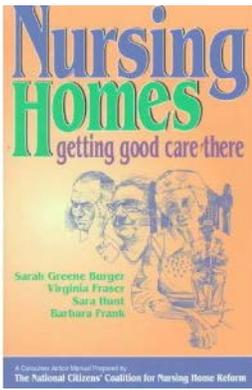


Choice in Rising and Retiring		Our sleep patterns set the stage for other areas of our lives, including energy, appetite and physical wellness. Truly person-centered nursing homes foster individual sleeping and waking patterns guided by the routines of residents, not the operation of the home.	
Ask	Listen For	Learn More	My Expectations for Excellence
<p>Do residents have a choice about when to wake up in the morning?</p> <p>Do residents have a choice about when to go to bed?</p>	<p>“Yes. Our staff gets to know each resident so we can adjust our schedule to their preferences.”</p> <p>“On our last resident satisfaction survey, we scored above 76 on that question.”</p> <p>“Yes. We ask each resident what their preference is so we can adapt to their schedule.”</p> <p>“On our last resident satisfaction survey, we scored above 89 on that question.”</p> <p>“We use consistent staff assignments so the staff will get to know preferences.”</p>	<p>“I want to tell you about my mother” is a guide than can help you help nursing home staff better understand your loved ones’ preferences and needs. In addition to facts about your loved one, it also helps you relate her story with details like:</p> <ul style="list-style-type: none"> Her childhood ambitions Her relationships with her family What she wanted for her children How important faith is to her What she enjoys doing What pleases her What angers her What makes a good day for her 	



Pain		Chronic or acute pain has a negative impact on our quality of life and can lead to other physical problems. For example, someone who is in pain may be immobile, leading to problems such as unintended weight gain, stiff joints and skin breakdown. People who have chronic pain may also be depressed.	
Ask	Listen For	Learn More	My Expectations for Excellence
How do you prevent and treat pain?	<p>“There are many signs of pain, even for people with dementia. Our staff is trained to watch for symptoms of pain.”</p> <p>“We use multiple approaches for pain management, including treatment without overusing medications.”</p>	<p>Read Fast Facts: Pain Management in Nursing Homes from the Advancing Excellence in America’s Nursing Homes Campaign.</p> <p>Help a nursing home better manage your loved one’s pain with the Family/Friend Worksheet and Resident Worksheet.</p>	

<h2 style="text-align: center;">Pressure Ulcers</h2>		<p>Pressure ulcers are painful and can lead to infection and other illnesses. They are caused by factors such as immobility, pressure on bony parts of the body – tailbone, hips, heels, elbows, shoulders.</p>	
Ask	Listen For	Learn More	My Expectations for Excellence
<p>What is the rate of pressure ulcers here?</p> <p>How do you prevent pressure ulcers?</p>	<p>“Fewer than 6% of residents have pressure ulcers.”</p> <p>“We check everyone within 24 hours of admission and at least once a week. Residents who don’t move around are checked more often.”</p> <p>“If someone has a pressure ulcer, we investigate the cause and learn from that for our prevention efforts.”</p>	<p>Read Fast Facts: Pressure Ulcers from the Advancing Excellence in America’s Nursing Homes Campaign.</p> <p>Read Preventing Pressure Ulcers: An informational booklet for patients.</p> <p>Order the free book, “Nursing Homes: getting good care there,” by e-mailing consumerguide@age.state.oh.us.</p>  <p>Help a nursing home better understand your loved one’s risks for pressure ulcers with the Family/Friend Worksheet and Resident Worksheet.</p>	

<h2 style="text-align: center;">Restraints</h2>		<p>Residents should be as independent as possible without the use of daily physical restraints. Although physical restraints may appear to keep someone safe, they have many negative consequences and nursing homes should strive to reduce and eliminate their use.</p>	
Ask	Listen For	Learn More	My Expectations for Excellence
<p>What percentage of residents here are physically restrained?</p> <p>How are residents kept safe if they have a risk of falling?</p>	<p>“Fewer than 2%”</p> <p>“We assess each resident’s needs and try several alternatives that are less restrictive.”</p>	<p>Read Fast Facts: Physical Restraints from the Advancing Excellence in America’s Nursing Homes Campaign.</p> <p>Order the free book, “Nursing Homes: getting good care there,” by e-mailing consumerguide@age.state.oh.us.</p> <div data-bbox="961 743 1213 1133" data-label="Image">  </div> <p>Read the Physical Restraints white paper from the Ohio Department of Health</p> <p>Help a nursing home better understand your loved one’s risks for restraint with the Family/Friend Worksheet and Resident Worksheet</p>	



Urinary Tract Infections		Residents should not have a catheter unless it is medically necessary. Catheters can lead to urinary tract infections, which cause other health problems, including delirium, which may be confused with dementia.	
Ask	Listen For	Learn More	My Expectations for Excellence
<p>What percentage of residents here use a catheter?</p> <p>How do you prevent infections?</p>	<p>“Fewer than 4%”</p> <p>“The staff uses guidelines from the Centers for Disease Control and other proven methods.”</p> <p>“We work to eliminate the use of catheters, focus on hydration and help residents retain their ability to use the bathroom.”</p>	<p>Learn more from the National Kidney and Urologic Diseases Information Clearinghouse.</p>	



Hospital Admission Tracking		The first step in reducing unnecessary trips to the hospital is to track transfers so the nursing home can detect room for improvement. Frequent hospitalization can lead to increase in healthcare-acquired infections and provides more opportunity for miscommunication about medications and other treatments.	
Ask	Listen For	Learn More	My Expectations for Excellence
How is the decision made to send a resident to the hospital?	<p>“We routinely evaluate the health of each resident and consult with the physician whenever there is a significant change.”</p> <p>“The care team, including the resident, nursing staff and physician, decide together what is best for a situation.”</p> <p>“When a resident comes from a hospital or comes back, we are careful to get good information about continuing your care so you don’t have to go back for the same problem.”</p>	<u>Taking Charge of Your Healthcare: Your Path to Being an Empowered Patient</u>	