

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

KDADS is seeking to improve the experience of Kansans while living in a nursing home. To this end, KDADS contracted with National Research Corporation to gather information about satisfaction levels directly from Kansas nursing home residents. This is the third in a series of annual surveys. Every Kansas nursing home participating in Medicaid and/or in Medicare was offered the opportunity to participate in the survey. The surveys were conducted by independent third party interviewers March-May 2016. These qualified and trained interviewers met with the residents in person in a private setting. Interviews were analyzed to ensure that a consistent interview scheme was followed. The results displayed in the report below will assist consumers with information about the satisfaction level of residents living in the facility based on their responses to the survey.

Top2 Box scores by quality dimensions and global satisfaction plus response rate

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions and items, whether "Always/Usually", Yes, definitely/Yes, mostly", "Definitely yes/Probably yes" (Recommend to friends/family), or Overall rating of 9-10 (on 0-10 scale).

* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Autonomy	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities							
ALLEN							
Iola Nursing Center ***	***	***	***	***	***	***	***
Moran Manor	82%	82%	48%	83%	79%	71%	12
Windsor Place at Iola LLC	94%	94%	71%	91%	93%	94%	18
ANDERSON							
Anderson County Hospital LTCU	100%	100%	56%	52%	89%	88%	18
Golden Heights Living Center	94%	94%	91%	88%	89%	89%	18
ATCHISON							
Atchison Senior Village ***	***	***	***	***	***	***	***
Dooley Center	96%	96%	78%	94%	93%	85%	27
Medicalodges Atchison	80%	80%	57%	77%	89%	84%	15
BARBER							
Kiowa Hospital District Manor ***	***	***	***	***	***	***	***
BARTON							
Cherry Village *	67%	67%	79%	92%	72%	89%	6
Great Bend Health & Rehab Center ***	***	***	***	***	***	***	***
BOURBON							
Fort Scott Manor	77%	77%	65%	73%	71%	68%	15
Medicalodges Fort Scott	95%	95%	76%	94%	94%	98%	19
BROWN							
Maple Heights Nursing & Rehab Center	91%	91%	79%	90%	88%	89%	24
Mission Village Living Center	69%	69%	73%	76%	78%	93%	15
BUTLER							
Fountainview Nursing & Rehab Center	100%	100%	67%	79%	78%	81%	12
Lakepoint Augusta SNF ***	***	***	***	***	***	***	***
Lakepoint El Dorado SNF	85%	85%	57%	77%	70%	83%	32
Medicalodges Douglass	100%	100%	48%	68%	70%	77%	10
Victoria Falls	100%	100%	67%	88%	93%	89%	10
Wheat State Manor	89%	89%	76%	81%	88%	77%	19
CHASE							
Golden Livingcenter - Chase County	100%	100%	67%	83%	88%	86%	12
CHAUTAUQUA							
Pleasant Valley Manor	79%	79%	64%	78%	81%	73%	23

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Autonomy

- Staff enables residents to use talents
- Staff offers opportunity to learn
- Staff offers opportunity to help others
- Staff enable residents to follow own daily routine

Coordination of care

- Staff consistency
- Staff communication
- Staff informed re: all care/treatment
- Staff aware of important health needs

Emotional support

- Staff confidence/trust in
- Ease of finding someone to talk to

Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions
- Facility makes it easy to be with resident

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"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Info & education	Patient safety	Physical comfort	Relationships	n-size
State average for Kansas facilities	50%	89%	80%	86%	76%	89%	4,825
ALLEN							
Iola Nursing Center ***	***	***	***	***	***	***	***
Moran Manor	82%	82%	85%	71%	82%	47%	12
Windsor Place at Iola LLC	94%	94%	81%	86%	92%	86%	18
ANDERSON							
Anderson County Hospital LTCU	100%	100%	82%	58%	79%	44%	18
Golden Heights Living Center	94%	94%	86%	81%	90%	96%	18
ATCHISON							
Atchison Senior Village ***	***	***	***	***	***	***	***
Dooley Center	96%	96%	94%	91%	96%	88%	27
Medicalodges Atchison	80%	80%	90%	80%	81%	71%	15
BARBER							
Kiowa Hospital District Manor ***	***	***	***	***	***	***	***
BARTON							
Cherry Village *	67%	67%	75%	83%	78%	83%	6
Great Bend Health & Rehab Center ***	***	***	***	***	***	***	***
BOURBON							
Fort Scott Manor	77%	77%	67%	70%	69%	64%	15
Medicalodges Fort Scott	95%	95%	82%	87%	91%	88%	19
BROWN							
Maple Heights Nursing & Rehab Center	91%	91%	80%	84%	88%	84%	24
Mission Village Living Center	69%	69%	75%	68%	86%	70%	15
BUTLER							
Fountainview Nursing & Rehab Center	100%	100%	75%	75%	88%	92%	12
Lakepoint Augusta SNF ***	***	***	***	***	***	***	***
Lakepoint El Dorado SNF	85%	85%	82%	73%	79%	62%	32
Medicalodges Douglass	100%	100%	50%	75%	74%	70%	10
Victoria Falls	100%	100%	80%	89%	90%	85%	10
Wheat State Manor	89%	89%	82%	82%	87%	91%	19
CHASE							
Golden Livingcenter - Chase County	100%	100%	79%	88%	80%	81%	12
CHAUTAUQUA							
Pleasant Valley Manor	79%	79%	87%	85%	77%	75%	23

OVERALL MEASURES

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Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Patient safety

- Got help as soon as wanted
- Made it easy to move around safely

Physical comfort

- Help going to bathroom as soon as wanted
- Need pain meds
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Common areas kept clean during stay
- Quiet around room at night
- Belongings safe from being damaged/lost/stolen

Information & education

- Staff explained things understandably to family
- Staff explained things understandably to resident
- Get enough info about condition/ treatment

Relationships

- Staff know about residents
- Staff take time to interact with residents
- Staff make residents feel included

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Facility name	Overall rating	Recommend to friends/family	Respect for patient preferences	Supportive services	n-size
State average for Kansas facilities					
ALLEN					
Iola Nursing Center ***	***	***	***	***	***
Moran Manor	82%	82%	69%	81%	12
Windsor Place at Iola LLC	94%	94%	83%	89%	18
ANDERSON					
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Golden Heights Living Center	94%	94%	85%	93%	18
ATCHISON					
Atchison Senior Village ***	***	***	***	***	***
Dooley Center	96%	96%	90%	92%	27
Medicalodges Atchison	80%	80%	84%	77%	15
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Kiowa Hospital District Manor ***	***	***	***	***	***
BARTON					
Cherry Village *	67%	67%	69%	84%	6
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BROWN					
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Mission Village Living Center	69%	69%	70%	85%	15
BUTLER					
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Lakepoint Augusta SNF ***	***	***	***	***	***
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Medicalodges Douglass	100%	100%	54%	65%	10
Victoria Falls	100%	100%	81%	81%	10
Wheat State Manor	89%	89%	82%	87%	19
CHASE					
Golden Livingcenter - Chase County	100%	100%	86%	86%	12
CHAUTAUQUA					
Pleasant Valley Manor	79%	79%	70%	79%	23

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Respect for patient preferences

- Family member treated with courtesy/ respect by staff
- Staff listened carefully to family member
- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
- Staff help the resident with grooming
- Management responsive to suggestions and concerns
- Privacy

Supportive services

- Clothes are damaged or lost
- Taste of food
- Variety of food
- Dining experience is enjoyable
- Dining staff courtesy/respect
- Facility makes it easy to practice religion

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State average for Kansas facilities	50%	89%	82%	84%	89%	89%	4,825
CHEROKEE							
Galena Nursing & Rehab Center	72%	72%	72%	85%	84%	98%	18
Medicalodges Columbus	89%	89%	79%	88%	93%	100%	20
Quaker Hill Manor	80%	80%	74%	85%	88%	98%	18
CHEYENNE							
Good Samaritan Society - Cheyenne County	93%	93%	89%	91%	94%	100%	16
CLARK							
Minneola District Hospital LTCU	100%	100%	78%	94%	96%	92%	10
CLAY							
Community Care Inc ***	***	***	***	***	***	***	***
Golden Livingcenter - Wakefield	83%	83%	58%	92%	94%	91%	12
Medicalodges Clay Center	94%	94%	48%	97%	94%	100%	18
CLOUD							
Mount Joseph Senior Village LLC	81%	81%	60%	70%	75%	95%	21
Park Villa ***	***	***	***	***	***	***	***
Sunset Home Inc	94%	94%	50%	82%	97%	98%	20
The Nicol Home	89%	89%	42%	92%	89%	94%	19
COFFEY							
Life Care Center of Burlington	95%	95%	82%	81%	94%	95%	23
Sunset Manor	92%	92%	77%	96%	92%	94%	14
COMANCHE							
Pioneer Lodge *	80%	80%	25%	43%	44%	50%	8
Protection Valley Manor ***	***	***	***	***	***	***	***
COWLEY							
Arkansas City Presbyterian Manor ***	***	***	***	***	***	***	***
Kansas Veterans Home	83%	83%	67%	79%	86%	92%	36
Medicalodges Arkansas City	85%	85%	57%	85%	92%	91%	22
Winfield Rest Haven II LLC	100%	100%	80%	95%	100%	100%	24
Winfield Senior Living Community	83%	83%	59%	75%	79%	73%	13
CRAWFORD							
Arma Care Center LLC	72%	72%	63%	86%	93%	81%	18
Arkansas City Presbyterian Manor ***	***	***	***	***	***	***	***
Medicalodges Frontenac	78%	78%	59%	78%	76%	89%	35

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

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Autonomy

- Staff enables residents to use talents
- Staff offers opportunity to learn
- Staff offers opportunity to help others
- Staff enable residents to follow own daily routine

Coordination of care

- Staff consistency
- Staff communication
- Staff informed re: all care/treatment
- Staff aware of important health needs

Emotional support

- Staff confidence/trust in
- Ease of finding someone to talk to

Involvement of family & friends

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CHEYENNE							
Good Samaritan Society - Cheyenne County	93%	93%	86%	89%	95%	87%	16
CLARK							
Minneola District Hospital LTCU	100%	100%	100%	85%	87%	75%	10
CLAY							
Community Care Inc ***	***	***	***	***	***	***	***
Golden Livingcenter - Wakefield	83%	83%	88%	79%	84%	69%	12
Medicalodges Clay Center	94%	94%	86%	78%	92%	84%	18
CLOUD							
Mount Joseph Senior Village LLC	81%	81%	83%	62%	86%	63%	21
Park Villa ***	***	***	***	***	***	***	***
Sunset Home Inc	94%	94%	92%	78%	93%	80%	20
The Nicol Home	89%	89%	94%	81%	91%	76%	19
COFFEY							
Life Care Center of Burlington	95%	95%	89%	77%	79%	87%	23
Sunset Manor	92%	92%	91%	100%	95%	85%	14
COMANCHE							
Pioneer Lodge *	80%	80%	33%	50%	80%	53%	8
Protection Valley Manor ***	***	***	***	***	***	***	***
COWLEY							
Arkansas City Presbyterian Manor ***	***	***	***	***	***	***	***
Kansas Veterans Home	83%	83%	82%	81%	87%	83%	36
Medicalodges Arkansas City	85%	85%	82%	82%	78%	67%	22
Winfield Rest Haven II LLC	100%	100%	90%	79%	90%	89%	24
Winfield Senior Living Community	83%	83%	85%	77%	79%	67%	13
CRAWFORD							
Arma Care Center LLC	72%	72%	75%	82%	87%	67%	18
Arkansas City Presbyterian Manor ***	***	***	***	***	***	***	***
Medicalodges Frontenac	78%	78%	81%	74%	84%	54%	35

OVERALL MEASURES

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CHEYENNE						
Good Samaritan Society - Cheyenne County	93%	93%	91%	88%		16
CLARK						
Minneola District Hospital LTCU	100%	100%	91%	85%		10
CLAY						
Community Care Inc ***	***	***	***	***		***
Golden Livingcenter - Wakefield	83%	83%	88%	83%		12
Medicalodges Clay Center	94%	94%	95%	95%		18
CLOUD						
Mount Joseph Senior Village LLC	81%	81%	85%	84%		21
Park Villa ***	***	***	***	***		***
Sunset Home Inc	94%	94%	92%	95%		20
The Nicol Home	89%	89%	93%	92%		19
COFFEY						
Life Care Center of Burlington	95%	95%	80%	88%		23
Sunset Manor	92%	92%	92%	90%		14
COMANCHE						
Pioneer Lodge *	80%	80%	32%	57%		8
Protection Valley Manor ***	***	***	***	***		***
COWLEY						
Arkansas City Presbyterian Manor ***	***	***	***	***		***
Kansas Veterans Home	83%	83%	87%	77%		36
Medicalodges Arkansas City	85%	85%	85%	86%		22
Winfield Rest Haven II LLC	100%	100%	90%	97%		24
Winfield Senior Living Community	83%	83%	86%	79%		13
CRAWFORD						
Arma Care Center LLC	72%	72%	88%	86%		18
Arkansas City Presbyterian Manor ***	***	***	***	***		***
Medicalodges Frontenac	78%	78%	79%	83%		35

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- Family member treated with courtesy/ respect by staff
- Staff listened carefully to family member
- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
- Staff help the resident with grooming
- Management responsive to suggestions and concerns
- Privacy

Supportive services

- Clothes are damaged or lost
- Taste of food
- Variety of food
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Facility name	Overall rating	Recommend to friends/family	Autonomy	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities							
CRAWFORD							
Medicalodges Girard	90%	90%	62%	82%	87%	92%	13
Medicalodges Pittsburg	82%	82%	64%	80%	85%	89%	12
Via Christi Village Pittsburg Inc	88%	88%	68%	93%	88%	97%	28
DECATUR							
Cedar Living Center ***	***	***	***	***	***	***	***
Good Samaritan Society - Decatur County	82%	82%	93%	94%	88%	97%	17
DICKINSON							
Chapman Valley Manor	100%	100%	84%	87%	93%	87%	15
Enterprise Estates Nursing Center *	100%	100%	70%	85%	100%	100%	5
Legacy on Herrington	92%	92%	73%	81%	89%	89%	12
Memorial Hospital LTCU (Village Manor)	81%	81%	71%	75%	68%	92%	21
DOUGLAS							
Lawrence Memorial Hospital SNF ***	***	***	***	***	***	***	***
Lawrence Presbyterian Manor ***	***	***	***	***	***	***	***
Medicalodges Eudora	96%	96%	83%	87%	85%	95%	31
Pioneer Ridge Retirement Community	100%	100%	84%	95%	90%	95%	14
EDWARDS							
Medicalodges Kinsley	82%	82%	55%	93%	97%	76%	11
ELK							
Howard Twilight Manor ***	***	***	***	***	***	***	***
ELLIS							
Good Samaritan Society - Ellis *	100%	100%	67%	75%	73%	63%	5
Good Samaritan Society - Hays	91%	91%	86%	88%	94%	97%	11
Via Christi Village - Hays Inc	100%	100%	75%	69%	76%	88%	25
ELLSWORTH							
Golden Livingcenter - Wilson ***	***	***	***	***	***	***	***
Good Samaritan Society - Ellsworth Village	97%	97%	65%	82%	87%	88%	33
FINNEY							
Garden Valley Retirement Village ***	***	***	***	***	***	***	***
Homestead Health & Rehabilitation *	100%	100%	79%	94%	100%	100%	6
FORD							
Good Samaritan Society - Dodge City	67%	67%	54%	58%	72%	83%	28

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Autonomy

- Staff enables residents to use talents
- Staff offers opportunity to learn
- Staff offers opportunity to help others
- Staff enable residents to follow own daily routine

Coordination of care

- Staff consistency
- Staff communication
- Staff informed re: all care/treatment
- Staff aware of important health needs

Emotional support

- Staff confidence/trust in
- Ease of finding someone to talk to

Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions
- Facility makes it easy to be with resident

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

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Top2 Box scores by quality dimensions and global satisfaction plus response rate

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions and items, whether "Always/Usually", Yes, definitely/Yes, mostly", "Definitely yes/Probably yes" (Recommend to friends/family), or Overall rating of 9-10 (on 0-10 scale).

* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Info & education	Patient safety	Physical comfort	Relationships	n-size
State average for Kansas facilities	50%	89%	80%	86%	76%	89%	4,825
CRAWFORD							
Medicalodges Girard	90%	90%	81%	92%	88%	77%	13
Medicalodges Pittsburg	82%	82%	100%	77%	90%	77%	12
Via Christi Village Pittsburg Inc	88%	88%	93%	91%	89%	82%	28
DECATUR							
Cedar Living Center ***	***	***	***	***	***	***	***
Good Samaritan Society - Decatur County	82%	82%	91%	91%	92%	82%	17
DICKINSON							
Chapman Valley Manor	100%	100%	87%	90%	90%	87%	15
Enterprise Estates Nursing Center *	100%	100%	100%	90%	91%	87%	5
Legacy on Herrington	92%	92%	83%	83%	89%	85%	12
Memorial Hospital LTCU (Village Manor)	81%	81%	76%	81%	88%	79%	21
DOUGLAS							
Lawrence Memorial Hospital SNF ***	***	***	***	***	***	***	***
Lawrence Presbyterian Manor ***	***	***	***	***	***	***	***
Medicalodges Eudora	96%	96%	84%	88%	91%	83%	31
Pioneer Ridge Retirement Community	100%	100%	89%	71%	87%	83%	14
EDWARDS							
Medicalodges Kinsley	82%	82%	86%	77%	91%	87%	11
ELK							
Howard Twilight Manor ***	***	***	***	***	***	***	***
ELLIS							
Good Samaritan Society - Ellis *	100%	100%	70%	80%	90%	67%	5
Good Samaritan Society - Hays	91%	91%	100%	77%	92%	79%	11
Via Christi Village - Hays Inc	100%	100%	71%	73%	81%	84%	25
ELLSWORTH							
Golden Livingcenter - Wilson ***	***	***	***	***	***	***	***
Good Samaritan Society - Ellsworth Village	97%	97%	85%	79%	87%	75%	33
FINNEY							
Garden Valley Retirement Village ***	***	***	***	***	***	***	***
Homestead Health & Rehabilitation *	100%	100%	100%	58%	76%	94%	6
FORD							
Good Samaritan Society - Dodge City	67%	67%	67%	58%	78%	67%	28

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Patient safety

- Got help as soon as wanted
- Made it easy to move around safely

Physical comfort

- Help going to bathroom as soon as wanted
- Need pain meds
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Common areas kept clean during stay
- Quiet around room at night
- Belongings safe from being damaged/lost/stolen

Information & education

- Staff explained things understandably to family
- Staff explained things understandably to resident
- Get enough info about condition/ treatment

Relationships

- Staff know about residents
- Staff take time to interact with residents
- Staff make residents feel included

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

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"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Respect for patient preferences	Supportive services	n-size
State average for Kansas facilities					
CRAWFORD					
Medicalodges Girard	90%	90%	86%	67%	13
Medicalodges Pittsburg	82%	82%	88%	68%	12
Via Christi Village Pittsburg Inc	88%	88%	88%	88%	28
DECATUR					
Cedar Living Center ***	***	***	***	***	***
Good Samaritan Society - Decatur County	82%	82%	94%	83%	17
DICKINSON					
Chapman Valley Manor	100%	100%	89%	91%	15
Enterprise Estates Nursing Center *	100%	100%	93%	87%	5
Legacy on Herrington	92%	92%	79%	90%	12
Memorial Hospital LTCU (Village Manor)	81%	81%	75%	89%	21
DOUGLAS					
Lawrence Memorial Hospital SNF ***	***	***	***	***	***
Lawrence Presbyterian Manor ***	***	***	***	***	***
Medicalodges Eudora	96%	96%	75%	93%	31
Pioneer Ridge Retirement Community	100%	100%	89%	89%	14
EDWARDS					
Medicalodges Kinsley	82%	82%	86%	80%	11
ELK					
Howard Twilight Manor ***	***	***	***	***	***
ELLIS					
Good Samaritan Society - Ellis *	100%	100%	89%	92%	5
Good Samaritan Society - Hays	91%	91%	95%	94%	11
Via Christi Village - Hays Inc	100%	100%	78%	78%	25
ELLSWORTH					
Golden Livingcenter - Wilson ***	***	***	***	***	***
Good Samaritan Society - Ellsworth Village	97%	97%	81%	86%	33
FINNEY					
Garden Valley Retirement Village ***	***	***	***	***	***
Homestead Health & Rehabilitation *	100%	100%	94%	88%	6
FORD					
Good Samaritan Society - Dodge City	67%	67%	64%	77%	28

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Respect for patient preferences

- Family member treated with courtesy/ respect by staff
- Staff listened carefully to family member
- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
- Staff help the resident with grooming
- Management responsive to suggestions and concerns
- Privacy

Supportive services

- Clothes are damaged or lost
- Taste of food
- Variety of food
- Dining experience is enjoyable
- Dining staff courtesy/respect
- Facility makes it easy to practice religion

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* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Autonomy	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	50%	89%	82%	84%	89%	89%	4,825
FORD							
Hill Top House *	80%	80%	60%	71%	72%	80%	6
Kansas Soldiers Home ***	***	***	***	***	***	***	***
Manor of the Plains ***	***	***	***	***	***	***	***
Trinity Manor	90%	90%	54%	87%	85%	92%	13
FRANKLIN							
Ottawa Retirement Village	100%	100%	62%	83%	77%	76%	15
Wellsville Retirement Community	100%	100%	88%	92%	100%	98%	19
GEARY							
Valley View Senior Life	88%	88%	55%	72%	72%	72%	25
GOVE							
Gove County Medical Center LTCU *	100%	100%	90%	100%	100%	100%	7
GRAHAM							
Dawson Place	91%	91%	72%	91%	88%	90%	12
GRANT							
The Legacy at Park View	100%	100%	86%	93%	100%	91%	18
GRAY							
Bethel Home, Inc.	100%	100%	77%	97%	100%	95%	13
The Shepherd's Center *	100%	100%	94%	87%	85%	100%	9
GREELEY							
Greeley County Hospital LTCU *	89%	89%	69%	86%	89%	100%	9
GREENWOOD							
Eureka Nursing Center	100%	100%	79%	88%	91%	100%	15
HAMILTON							
Season of Life Living Center ***	***	***	***	***	***	***	***
HARPER							
Anthony Community Care Center	89%	89%	53%	67%	70%	81%	10
Attica Long Term Care Facility	91%	91%	68%	77%	74%	83%	24
HARVEY							
Asbury Park	94%	94%	54%	92%	90%	97%	37
Bethel Health Care Centre	96%	96%	66%	96%	92%	96%	25
Diversicare of Sedgwick	68%	68%	50%	89%	80%	95%	22

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Autonomy

- Staff enables residents to use talents
- Staff offers opportunity to learn
- Staff offers opportunity to help others
- Staff enable residents to follow own daily routine

Coordination of care

- Staff consistency
- Staff communication
- Staff informed re: all care/treatment
- Staff aware of important health needs

Emotional support

- Staff confidence/trust in
- Ease of finding someone to talk to

Involvement of family & friends

- Family able to talk w/ staff
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Facility name	Overall rating	Recommend to friends/family	Info & education	Patient safety	Physical comfort	Relationships	n-size
State average for Kansas facilities							
FORD							
Hill Top House *	80%	80%	83%	75%	77%	72%	6
Kansas Soldiers Home ***	***	***	***	***	***	***	***
Manor of the Plains ***	***	***	***	***	***	***	***
Trinity Manor	90%	90%	77%	69%	80%	78%	13
FRANKLIN							
Ottawa Retirement Village	100%	100%	67%	77%	74%	47%	15
Wellsville Retirement Community	100%	100%	100%	95%	97%	96%	19
GEARY							
Valley View Senior Life	88%	88%	66%	76%	85%	73%	25
GOVE							
Gove County Medical Center LTCU *	100%	100%	100%	100%	98%	100%	7
GRAHAM							
Dawson Place	91%	91%	91%	77%	85%	75%	12
GRANT							
The Legacy at Park View	100%	100%	94%	89%	89%	89%	18
GRAY							
Bethel Home, Inc.	100%	100%	96%	81%	82%	92%	13
The Shepherd's Center *	100%	100%	83%	78%	89%	93%	9
GREELEY							
Greeley County Hospital LTCU *	89%	89%	72%	72%	79%	96%	9
GREENWOOD							
Eureka Nursing Center	100%	100%	93%	83%	89%	96%	15
HAMILTON							
Season of Life Living Center ***	***	***	***	***	***	***	***
HARPER							
Anthony Community Care Center	89%	89%	72%	83%	83%	59%	10
Attica Long Term Care Facility	91%	91%	81%	96%	87%	79%	24
HARVEY							
Asbury Park	94%	94%	91%	77%	86%	66%	37
Bethel Health Care Centre	96%	96%	90%	78%	95%	87%	25
Diversicare of Sedgwick	68%	68%	75%	80%	88%	65%	22

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Patient safety

- Got help as soon as wanted
- Made it easy to move around safely

Physical comfort

- Help going to bathroom as soon as wanted
- Need pain meds
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Common areas kept clean during stay
- Quiet around room at night
- Belongings safe from being damaged/lost/stolen

Information & education

- Staff explained things understandably to family
- Staff explained things understandably to resident
- Get enough info about condition/ treatment

Relationships

- Staff know about residents
- Staff take time to interact with residents
- Staff make residents feel included

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Facility name	Overall rating	Recommend to friends/family	Respect for patient preferences	Supportive services		n-size
State average for Kansas facilities	50%	89%	85%			4,825
FORD						
Hill Top House *	80%	80%	69%	85%		6
Kansas Soldiers Home ***	***	***	***	***		***
Manor of the Plains ***	***	***	***	***		***
Trinity Manor	90%	90%	83%	71%		13
FRANKLIN						
Ottawa Retirement Village	100%	100%	76%	73%		15
Wellsville Retirement Community	100%	100%	88%	100%		19
GEARY						
Valley View Senior Life	88%	88%	70%	78%		25
GOVE						
Gove County Medical Center LTCU *	100%	100%	98%	85%		7
GRAHAM						
Dawson Place	91%	91%	89%	67%		12
GRANT						
The Legacy at Park View	100%	100%	95%	88%		18
GRAY						
Bethel Home, Inc.	100%	100%	93%	91%		13
The Shepherd's Center *	100%	100%	87%	85%		9
GREELEY						
Greeley County Hospital LTCU *	89%	89%	81%	86%		9
GREENWOOD						
Eureka Nursing Center	100%	100%	91%	87%		15
HAMILTON						
Season of Life Living Center ***	***	***	***	***		***
HARPER						
Anthony Community Care Center	89%	89%	72%	76%		10
Attica Long Term Care Facility	91%	91%	79%	94%		24
HARVEY						
Asbury Park	94%	94%	88%	87%		37
Bethel Health Care Centre	96%	96%	91%	89%		25
Diversicare of Sedgwick	68%	68%	83%	83%		22

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Respect for patient preferences

- Family member treated with courtesy/ respect by staff
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- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
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- Staff help the resident with grooming
- Management responsive to suggestions and concerns
- Privacy

Supportive services

- Clothes are damaged or lost
- Taste of food
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- Dining experience is enjoyable
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Facility name	Overall rating	Recommend to friends/family	Autonomy	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	50%	89%	82%	84%	89%	89%	4,825
HARVEY							
Halstead Health and Rehabilitation Center	87%	87%	67%	92%	91%	100%	15
Kansas Christian Home	90%	90%	68%	95%	89%	94%	21
Season of Life Living Center ***	***	***	***	***	***	***	***
Schowalter Villa	98%	98%	71%	99%	99%	100%	42
HASKELL							
Satanta District Hospital LTCU ***	***	***	***	***	***	***	***
HODGEMAN							
Hodgeman County Health Center LTCU *	100%	100%	56%	94%	88%	100%	8
JACKSON							
Medicalodges Jackson County	89%	89%	60%	78%	86%	82%	30
JEFFERSON							
F W Huston Medical Center *	100%	100%	50%	100%	100%	100%	3
Hickory Pointe Care & Rehab Center *	71%	71%	79%	72%	69%	93%	9
Valley Health Care Center **	83%	83%	87%	83%	71%	89%	24
Village Villa	64%	64%	32%	51%	66%	70%	15
JOHNSON							
Aberdeen Village ***	***	***	***	***	***	***	***
Brighton Gardens of Prairie Village	96%	96%	73%	85%	94%	97%	53
Claridge Court ***	***	***	***	***	***	***	***
Delmar Gardens of Lenexa	88%	88%	74%	78%	73%	93%	25
Delmar Gardens of Overland Park	88%	88%	62%	75%	75%	84%	36
Evergreen Community of Johnson County	94%	94%	60%	88%	83%	94%	35
Golden Living Center - El Dorado	100%	100%	75%	88%	90%	87%	10
Golden Livingcenter - Springhill	86%	86%	71%	88%	79%	70%	15
Good Samaritan Society - Olathe	94%	94%	83%	90%	87%	96%	52
Hillside Village of Desoto	100%	100%	63%	92%	83%	93%	17
Hoeger House	96%	96%	36%	93%	92%	93%	23
Indian Creek Healthcare Center ***	***	***	***	***	***	***	***
Indian Meadows ***	***	***	***	***	***	***	***
Lakeview Village	81%	81%	47%	84%	83%	91%	34
Leisure Terrace	69%	69%	36%	71%	70%	74%	26
Meadowbrook Rehabilitation Hospital LTCU	100%	100%	83%	78%	85%	100%	12

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Autonomy

- Staff enables residents to use talents
- Staff offers opportunity to learn
- Staff offers opportunity to help others
- Staff enable residents to follow own daily routine

Coordination of care

- Staff consistency
- Staff communication
- Staff informed re: all care/treatment
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Emotional support

- Staff confidence/trust in
- Ease of finding someone to talk to

Involvement of family & friends

- Family able to talk w/ staff
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HARVEY							
Halstead Health and Rehabilitation Center	87%	87%	87%	83%	90%	73%	15
Kansas Christian Home	90%	90%	90%	79%	90%	70%	21
Season of Life Living Center ***	***	***	***	***	***	***	***
Schowalter Villa	98%	98%	95%	93%	99%	83%	42
HASKELL							
Satanta District Hospital LTCU ***	***	***	***	***	***	***	***
HODGEMAN							
Hodgeman County Health Center LTCU *	100%	100%	94%	88%	89%	92%	8
JACKSON							
Medicalodges Jackson County	89%	89%	78%	83%	78%	67%	30
JEFFERSON							
F W Huston Medical Center *	100%	100%	83%	100%	87%	89%	3
Hickory Pointe Care & Rehab Center *	71%	71%	75%	75%	76%	81%	9
Valley Health Care Center **	83%	83%	77%	88%	80%	76%	24
Village Villa	64%	64%	63%	68%	63%	58%	15
JOHNSON							
Aberdeen Village ***	***	***	***	***	***	***	***
Brighton Gardens of Prairie Village	96%	96%	90%	93%	95%	88%	53
Claridge Court ***	***	***	***	***	***	***	***
Delmar Gardens of Lenexa	88%	88%	80%	80%	90%	73%	25
Delmar Gardens of Overland Park	88%	88%	76%	85%	86%	71%	36
Evergreen Community of Johnson County	94%	94%	82%	83%	80%	81%	35
Golden Living Center - El Dorado	100%	100%	80%	85%	92%	70%	10
Golden Livingcenter - Springhill	86%	86%	64%	70%	87%	68%	15
Good Samaritan Society - Olathe	94%	94%	83%	90%	89%	82%	52
Hillside Village of Desoto	100%	100%	88%	81%	89%	74%	17
Hoeger House	96%	96%	93%	89%	84%	86%	23
Indian Creek Healthcare Center ***	***	***	***	***	***	***	***
Indian Meadows ***	***	***	***	***	***	***	***
Lakeview Village	81%	81%	83%	79%	84%	67%	34
Leisure Terrace	69%	69%	70%	76%	79%	49%	26
Meadowbrook Rehabilitation Hospital LTCU	100%	100%	88%	67%	88%	92%	12

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Patient safety

- Got help as soon as wanted
- Made it easy to move around safely

Physical comfort

- Help going to bathroom as soon as wanted
- Need pain meds
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Common areas kept clean during stay
- Quiet around room at night
- Belongings safe from being damaged/lost/stolen

Information & education

- Staff explained things understandably to family
- Staff explained things understandably to resident
- Get enough info about condition/ treatment

Relationships

- Staff know about residents
- Staff take time to interact with residents
- Staff make residents feel included

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

KDADS is seeking to improve the experience of Kansans while living in a nursing home. To this end, KDADS contracted with National Research Corporation to gather information about satisfaction levels directly from Kansas nursing home residents. This is the third in a series of annual surveys. Every Kansas nursing home participating in Medicaid and/or in Medicare was offered the opportunity to participate in the survey. The surveys were conducted by independent third party interviewers March-May 2016. These qualified and trained interviewers met with the residents in person in a private setting. Interviews were analyzed to ensure that a consistent interview scheme was followed. The results displayed in the report below will assist consumers with information about the satisfaction level of residents living in the facility based on their responses to the survey.

Top2 Box scores by quality dimensions and global satisfaction plus response rate

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions and items, whether "Always/Usually", Yes, definitely/Yes, mostly", "Definitely yes/Probably yes" (Recommend to friends/family), or Overall rating of 9-10 (on 0-10 scale).

* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Respect for patient preferences	Supportive services		n-size
State average for Kansas facilities	50%	89%	85%			4,825
HARVEY						
Halstead Health and Rehabilitation Center	87%	87%	89%	74%		15
Kansas Christian Home	90%	90%	90%	89%		21
Season of Life Living Center ***	***	***	***	***		***
Schowalter Villa	98%	98%	98%	96%		42
HASKELL						
Satanta District Hospital LTCU ***	***	***	***	***		***
HODGEMAN						
Hodgeman County Health Center LTCU *	100%	100%	95%	88%		8
JACKSON						
Medicalodges Jackson County	89%	89%	82%	80%		30
JEFFERSON						
F W Huston Medical Center *	100%	100%	94%	100%		3
Hickory Pointe Care & Rehab Center *	71%	71%	62%	81%		9
Valley Health Care Center **	83%	83%	70%	84%		24
Village Villa	64%	64%	64%	74%		15
JOHNSON						
Aberdeen Village ***	***	***	***	***		***
Brighton Gardens of Prairie Village	96%	96%	93%	91%		53
Claridge Court ***	***	***	***	***		***
Delmar Gardens of Lenexa	88%	88%	83%	86%		25
Delmar Gardens of Overland Park	88%	88%	79%	74%		36
Evergreen Community of Johnson County	94%	94%	84%	86%		35
Golden Living Center - El Dorado	100%	100%	91%	89%		10
Golden Livingcenter - Springhill	86%	86%	85%	87%		15
Good Samaritan Society - Olathe	94%	94%	88%	87%		52
Hillside Village of Desoto	100%	100%	83%	97%		17
Hoeger House	96%	96%	91%	84%		23
Indian Creek Healthcare Center ***	***	***	***	***		***
Indian Meadows ***	***	***	***	***		***
Lakeview Village	81%	81%	75%	78%		34
Leisure Terrace	69%	69%	74%	64%		26
Meadowbrook Rehabilitation Hospital LTCU	100%	100%	87%	85%		12

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Respect for patient preferences

- Family member treated with courtesy/ respect by staff
- Staff listened carefully to family member
- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
- Staff help the resident with grooming
- Management responsive to suggestions and concerns
- Privacy

Supportive services

- Clothes are damaged or lost
- Taste of food
- Variety of food
- Dining experience is enjoyable
- Dining staff courtesy/respect
- Facility makes it easy to practice religion



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2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

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* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Autonomy	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	50%	89%	82%	84%	89%	89%	4,825
JOHNSON							
Medicalodges Gardner	87%	87%	53%	95%	89%	98%	32
Nottingham Health & Rehabilitation	93%	93%	74%	95%	92%	99%	28
Overland Park Nursing & Rehab Center Inc	64%	64%	30%	52%	56%	81%	18
Pinnacle Ridge Nursing & Rehab Center	82%	82%	66%	84%	94%	94%	22
Promise Skilled Nursing of Overland Park	89%	89%	28%	49%	59%	78%	11
Royal Terrace Nursing & Rehab Center	69%	69%	23%	74%	72%	75%	21
Sharon Lane Health Services	87%	87%	71%	93%	85%	100%	31
Sweet Life at Brookdale Place ***	***	***	***	***	***	***	***
The Forum at Overland Park *	100%	100%	33%	93%	95%	95%	7
The Sweet Life at Rosehill ***	***	***	***	***	***	***	***
Trinity Nursing & Rehabilitation Center Inc	84%	84%	60%	72%	73%	73%	39
Villa St Francis	82%	82%	41%	77%	77%	93%	37
Villa St Joseph	75%	75%	40%	47%	55%	96%	28
Village Shalom Skilled Nursing	100%	100%	55%	81%	85%	78%	11
KEARNY							
High Plains Retirement Village	89%	89%	81%	86%	83%	77%	10
KINGMAN							
Hilltop Manor	100%	100%	67%	88%	91%	98%	15
The Wheatlands Health Care Center	94%	94%	77%	83%	94%	96%	16
LABETTE							
Chetopa Manor *	83%	83%	53%	100%	100%	100%	6
Elmhaven East	83%	83%	71%	83%	88%	100%	14
Elmhaven West	94%	94%	76%	84%	91%	85%	19
Good Samaritan Society - Parsons	82%	82%	55%	75%	86%	91%	23
Oswego Health & Rehab	78%	78%	66%	65%	75%	68%	12
Parsons Presbyterian Manor ***	***	***	***	***	***	***	***
LANE							
Lane County Hospital LTCU	80%	80%	88%	83%	90%	90%	10
LEAVENWORTH							
Country Care Inc *	83%	83%	69%	100%	86%	94%	7
Golden Livingcenter - Lansing ***	***	***	***	***	***	***	***
Medicalodges Leavenworth	92%	92%	81%	60%	75%	90%	16

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Autonomy

- Staff enables residents to use talents
- Staff offers opportunity to learn
- Staff offers opportunity to help others
- Staff enable residents to follow own daily routine

Coordination of care

- Staff consistency
- Staff communication
- Staff informed re: all care/treatment
- Staff aware of important health needs

Emotional support

- Staff confidence/trust in
- Ease of finding someone to talk to

Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions
- Facility makes it easy to be with resident

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

KDADS is seeking to improve the experience of Kansans while living in a nursing home. To this end, KDADS contracted with National Research Corporation to gather information about satisfaction levels directly from Kansas nursing home residents. This is the third in a series of annual surveys. Every Kansas nursing home participating in Medicaid and/or in Medicare was offered the opportunity to participate in the survey. The surveys were conducted by independent third party interviewers March-May 2016. These qualified and trained interviewers met with the residents in person in a private setting. Interviews were analyzed to ensure that a consistent interview scheme was followed. The results displayed in the report below will assist consumers with information about the satisfaction level of residents living in the facility based on their responses to the survey.

Top2 Box scores by quality dimensions and global satisfaction plus response rate

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions and items, whether "Always/Usually", Yes, definitely/Yes, mostly", "Definitely yes/Probably yes" (Recommend to friends/family), or Overall rating of 9-10 (on 0-10 scale).

* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Info & education	Patient safety	Physical comfort	Relationships	n-size
State average for Kansas facilities	50%	89%	80%	86%	76%	89%	4,825
JOHNSON							
Medicalodges Gardner	87%	87%	91%	84%	90%	74%	32
Nottingham Health & Rehabilitation	93%	93%	95%	70%	85%	93%	28
Overland Park Nursing & Rehab Center Inc	64%	64%	53%	71%	70%	34%	18
Pinnacle Ridge Nursing & Rehab Center	82%	82%	84%	77%	76%	77%	22
Promise Skilled Nursing of Overland Park	89%	89%	59%	45%	70%	56%	11
Royal Terrace Nursing & Rehab Center	69%	69%	73%	78%	71%	60%	21
Sharon Lane Health Services	87%	87%	82%	90%	90%	70%	31
Sweet Life at Brookdale Place ***	***	***	***	***	***	***	***
The Forum at Overland Park *	100%	100%	93%	86%	94%	78%	7
The Sweet Life at Rosehill ***	***	***	***	***	***	***	***
Trinity Nursing & Rehabilitation Center Inc	84%	84%	69%	68%	79%	72%	39
Villa St Francis	82%	82%	81%	81%	86%	74%	37
Villa St Joseph	75%	75%	33%	43%	60%	33%	28
Village Shalom Skilled Nursing	100%	100%	61%	40%	90%	78%	11
KEARNY							
High Plains Retirement Village	89%	89%	95%	67%	91%	81%	10
KINGMAN							
Hilltop Manor	100%	100%	93%	80%	90%	93%	15
The Wheatlands Health Care Center	94%	94%	78%	72%	82%	83%	16
LABETTE							
Chetopa Manor *	83%	83%	100%	92%	80%	89%	6
Elmhaven East	83%	83%	86%	82%	85%	76%	14
Elmhaven West	94%	94%	97%	100%	89%	92%	19
Good Samaritan Society - Parsons	82%	82%	80%	73%	88%	62%	23
Oswego Health & Rehab	78%	78%	58%	75%	73%	55%	12
Parsons Presbyterian Manor ***	***	***	***	***	***	***	***
LANE							
Lane County Hospital LTCU	80%	80%	80%	90%	85%	90%	10
LEAVENWORTH							
Country Care Inc *	83%	83%	79%	86%	97%	89%	7
Golden Livingcenter - Lansing ***	***	***	***	***	***	***	***
Medicalodges Leavenworth	92%	92%	73%	86%	90%	67%	16

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Patient safety

- Got help as soon as wanted
- Made it easy to move around safely

Physical comfort

- Help going to bathroom as soon as wanted
- Need pain meds
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Common areas kept clean during stay
- Quiet around room at night
- Belongings safe from being damaged/lost/stolen

Information & education

- Staff explained things understandably to family
- Staff explained things understandably to resident
- Get enough info about condition/ treatment

Relationships

- Staff know about residents
- Staff take time to interact with residents
- Staff make residents feel included

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

KDADS is seeking to improve the experience of Kansans while living in a nursing home. To this end, KDADS contracted with National Research Corporation to gather information about satisfaction levels directly from Kansas nursing home residents. This is the third in a series of annual surveys. Every Kansas nursing home participating in Medicaid and/or in Medicare was offered the opportunity to participate in the survey. The surveys were conducted by independent third party interviewers March-May 2016. These qualified and trained interviewers met with the residents in person in a private setting. Interviews were analyzed to ensure that a consistent interview scheme was followed. The results displayed in the report below will assist consumers with information about the satisfaction level of residents living in the facility based on their responses to the survey.

Top2 Box scores by quality dimensions and global satisfaction plus response rate

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* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Respect for patient preferences	Supportive services		n-size
State average for Kansas facilities						
JOHNSON						
Medicalodges Gardner	87%	87%	79%	94%		32
Nottingham Health & Rehabilitation	93%	93%	90%	95%		28
Overland Park Nursing & Rehab Center Inc	64%	64%	56%	60%		18
Pinnacle Ridge Nursing & Rehab Center	82%	82%	87%	80%		22
Promise Skilled Nursing of Overland Park	89%	89%	69%	70%		11
Royal Terrace Nursing & Rehab Center	69%	69%	68%	52%		21
Sharon Lane Health Services	87%	87%	85%	94%		31
Sweet Life at Brookdale Place ***	***	***	***	***		***
The Forum at Overland Park *	100%	100%	90%	91%		7
The Sweet Life at Rosehill ***	***	***	***	***		***
Trinity Nursing & Rehabilitation Center Inc	84%	84%	69%	71%		39
Villa St Francis	82%	82%	79%	86%		37
Villa St Joseph	75%	75%	64%	65%		28
Village Shalom Skilled Nursing	100%	100%	63%	69%		11
KEARNY						
High Plains Retirement Village	89%	89%	77%	85%		10
KINGMAN						
Hilltop Manor	100%	100%	91%	90%		15
The Wheatlands Health Care Center	94%	94%	84%	78%		16
LABETTE						
Chetopa Manor *	83%	83%	91%	86%		6
Elmhaven East	83%	83%	85%	78%		14
Elmhaven West	94%	94%	87%	87%		19
Good Samaritan Society - Parsons	82%	82%	78%	88%		23
Oswego Health & Rehab	78%	78%	73%	73%		12
Parsons Presbyterian Manor ***	***	***	***	***		***
LANE						
Lane County Hospital LTCU	80%	80%	92%	93%		10
LEAVENWORTH						
Country Care Inc *	83%	83%	86%	97%		7
Golden Livingcenter - Lansing ***	***	***	***	***		***
Medicalodges Leavenworth	92%	92%	77%	87%		16

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Respect for patient preferences

- Family member treated with courtesy/ respect by staff
- Staff listened carefully to family member
- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
- Staff help the resident with grooming
- Management responsive to suggestions and concerns
- Privacy

Supportive services

- Clothes are damaged or lost
- Taste of food
- Variety of food
- Dining experience is enjoyable
- Dining staff courtesy/respect
- Facility makes it easy to practice religion

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

KDADS is seeking to improve the experience of Kansans while living in a nursing home. To this end, KDADS contracted with National Research Corporation to gather information about satisfaction levels directly from Kansas nursing home residents. This is the third in a series of annual surveys. Every Kansas nursing home participating in Medicaid and/or in Medicare was offered the opportunity to participate in the survey. The surveys were conducted by independent third party interviewers March-May 2016. These qualified and trained interviewers met with the residents in person in a private setting. Interviews were analyzed to ensure that a consistent interview scheme was followed. The results displayed in the report below will assist consumers with information about the satisfaction level of residents living in the facility based on their responses to the survey.

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"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Autonomy	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	50%	89%	82%	84%	89%	89%	4,825
LANE							
Tonganoxie Nursing Center ***	***	***	***	***	***	***	***
Twin Oaks Health and Rehab	92%	92%	97%	99%	92%	100%	25
LINCOLN							
Lincoln Park Manor Inc ***	***	***	***	***	***	***	***
LINN							
Prescott Country View Nursing Home ***	***	***	***	***	***	***	***
LOGAN							
Logan County Manor - LTCU	100%	100%	98%	100%	100%	100%	13
LYON							
Emporia Presbyterian Manor ***	***	***	***	***	***	***	***
Flint Hills Care Center	74%	74%	94%	78%	85%	94%	22
Holiday Resort	91%	91%	69%	72%	79%	87%	39
MARION							
Bethesda Home	96%	96%	63%	82%	83%	90%	
Parkside Homes	100%	100%	70%	93%	92%	98%	22
Peabody Health & Rehab	69%	69%	48%	58%	64%	74%	15
Salem Home	100%	100%	84%	87%	91%	97%	
St Luke Living Center	92%	92%	63%	83%	72%	88%	12
Westview Manor of Peabody **	70%	70%	64%	80%	79%	88%	23
MARSHALL							
Cambridge Place	86%	86%	74%	83%	75%	95%	29
Frankfort Community Care Home	82%	82%	67%	80%	82%	80%	11
MCPHERSON							
Bethany Home Association	97%	97%	82%	96%	94%	91%	44
Mcperson Health & Rehab	75%	75%	63%	75%	67%	79%	
Moundridge Manor	100%	100%	74%	90%	93%	94%	38
Pine Village	100%	100%	58%	85%	78%	91%	25
Pleasant View Home	95%	95%	62%	80%	84%	84%	
Riverview Estates	100%	100%	84%	86%	90%	88%	17
The Cedars	95%	95%	55%	69%	74%	89%	22
MEADE							
Fowler Residential Care *	100%	100%	88%	93%	94%	100%	8

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Autonomy

- Staff enables residents to use talents
- Staff offers opportunity to learn
- Staff offers opportunity to help others
- Staff enable residents to follow own daily routine

Coordination of care

- Staff consistency
- Staff communication
- Staff informed re: all care/treatment
- Staff aware of important health needs

Emotional support

- Staff confidence/trust in
- Ease of finding someone to talk to

Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions
- Facility makes it easy to be with resident

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

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* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Info & education	Patient safety	Physical comfort	Relationships	n-size
State average for Kansas facilities	50%	89%	80%	86%	76%	89%	4,825
LANE							
Tonganoxie Nursing Center ***	***	***	***	***	***	***	***
Twin Oaks Health and Rehab	92%	92%	98%	88%	95%	90%	25
LINCOLN							
Lincoln Park Manor Inc ***	***	***	***	***	***	***	***
LINN							
Prescott Country View Nursing Home ***	***	***	***	***	***	***	***
LOGAN							
Logan County Manor - LTCU	100%	100%	100%	100%	94%	100%	13
LYON							
Emporia Presbyterian Manor ***	***	***	***	***	***	***	***
Flint Hills Care Center	74%	74%	84%	83%	91%	74%	22
Holiday Resort	91%	91%	78%	74%	82%	72%	39
MARION							
Bethesda Home	96%	96%	79%	76%	88%	72%	
Parkside Homes	100%	100%	95%	86%	89%	86%	22
Peabody Health & Rehab	69%	69%	67%	70%	83%	62%	15
Salem Home	100%	100%	86%	95%	92%	76%	
St Luke Living Center	92%	92%	67%	79%	84%	72%	12
Westview Manor of Peabody **	70%	70%	85%	98%	83%	70%	23
MARSHALL							
Cambridge Place	86%	86%	80%	80%	84%	72%	29
Frankfort Community Care Home	82%	82%	82%	77%	85%	70%	11
MCPHERSON							
Bethany Home Association	97%	97%	92%	92%	95%	86%	44
Mcpheerson Health & Rehab	75%	75%	81%	75%	80%	72%	
Moundridge Manor	100%	100%	94%	76%	93%	84%	38
Pine Village	100%	100%	83%	74%	90%	69%	25
Pleasant View Home	95%	95%	76%	81%	86%	77%	
Riverview Estates	100%	100%	73%	82%	89%	81%	17
The Cedars	95%	95%	64%	61%	77%	59%	22
MEADE							
Fowler Residential Care *	100%	100%	100%	86%	94%	81%	8

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Patient safety

- Got help as soon as wanted
- Made it easy to move around safely

Physical comfort

- Help going to bathroom as soon as wanted
- Need pain meds
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Common areas kept clean during stay
- Quiet around room at night
- Belongings safe from being damaged/lost/stolen

Information & education

- Staff explained things understandably to family
- Staff explained things understandably to resident
- Get enough info about condition/ treatment

Relationships

- Staff know about residents
- Staff take time to interact with residents
- Staff make residents feel included

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

KDADS is seeking to improve the experience of Kansans while living in a nursing home. To this end, KDADS contracted with National Research Corporation to gather information about satisfaction levels directly from Kansas nursing home residents. This is the third in a series of annual surveys. Every Kansas nursing home participating in Medicaid and/or in Medicare was offered the opportunity to participate in the survey. The surveys were conducted by independent third party interviewers March-May 2016. These qualified and trained interviewers met with the residents in person in a private setting. Interviews were analyzed to ensure that a consistent interview scheme was followed. The results displayed in the report below will assist consumers with information about the satisfaction level of residents living in the facility based on their responses to the survey.

Top2 Box scores by quality dimensions and global satisfaction plus response rate

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions and items, whether "Always/Usually", Yes, definitely/Yes, mostly", "Definitely yes/Probably yes" (Recommend to friends/family), or Overall rating of 9-10 (on 0-10 scale).

* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Respect for patient preferences	Supportive services		n-size
State average for Kansas facilities	50%	89%	85%			4,825
LANE						
Tonganoxie Nursing Center ***	***	***	***	***		***
Twin Oaks Health and Rehab	92%	92%	94%	90%		25
LINCOLN						
Lincoln Park Manor Inc ***	***	***	***	***		***
LINN						
Prescott Country View Nursing Home ***	***	***	***	***		***
LOGAN						
Logan County Manor - LTCU	100%	100%	100%	91%		13
LYON						
Emporia Presbyterian Manor ***	***	***	***	***		***
Flint Hills Care Center	74%	74%	88%	79%		22
Holiday Resort	91%	91%	78%	81%		39
MARION						
Bethesda Home	96%	96%	79%	88%		
Parkside Homes	100%	100%	88%	90%		22
Peabody Health & Rehab	69%	69%	61%	59%		15
Salem Home	100%	100%	88%	95%		
St Luke Living Center	92%	92%	76%	79%		12
Westview Manor of Peabody **	70%	70%	72%	92%		23
MARSHALL						
Cambridge Place	86%	86%	78%	78%		29
Frankfort Community Care Home	82%	82%	89%	82%		11
MCPHERSON						
Bethany Home Association	97%	97%	93%	98%		44
Mcpheerson Health & Rehab	75%	75%	73%	67%		
Moundridge Manor	100%	100%	88%	93%		38
Pine Village	100%	100%	83%	90%		25
Pleasant View Home	95%	95%	79%	84%		
Riverview Estates	100%	100%	80%	61%		17
The Cedars	95%	95%	78%	82%		22
MEADE						
Fowler Residential Care *	100%	100%	100%	84%		8

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Respect for patient preferences

- Family member treated with courtesy/ respect by staff
- Staff listened carefully to family member
- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
- Staff help the resident with grooming
- Management responsive to suggestions and concerns
- Privacy

Supportive services

- Clothes are damaged or lost
- Taste of food
- Variety of food
- Dining experience is enjoyable
- Dining staff courtesy/respect
- Facility makes it easy to practice religion



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* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Autonomy	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	50%	89%	82%	84%	89%	89%	4,825
MEADE							
Lone Tree Retirement Center	100%	100%	97%	96%	98%	100%	
MIAMI							
Medicalodges Paola **	81%	81%	67%	78%	76%	81%	36
North Point Skilled Nursing Center	100%	100%	81%	89%	100%	96%	14
MITCHELL							
Hilltop Lodge Nursing Home	91%	91%	55%	83%	85%	83%	57
Mitchell County Hospital Health Systems LTCU	95%	95%	57%	77%	78%	87%	19
MONTGOMERY							
Caney Nursing Center ***	***	***	***	***	***	***	
Cherryvale Nursing and Rehab Center	83%	83%	51%	70%	79%	85%	18
Coffeyville Regional Medical Center SNF ***	***	***	***	***	***	***	
Medicalodges Coffeyville	80%	80%	34%	43%	70%	57%	10
Medicalodges Independence	89%	89%	66%	91%	96%	100%	
Montgomery Place Nursing Center	92%	92%	78%	75%	90%	88%	13
Windsor Place Coffeyville	100%	100%	84%	92%	95%	100%	32
MORRIS							
Diversicare of Council Grove	93%	93%	65%	89%	89%	80%	27
MORTON							
Morton County Care Center	92%	92%	64%	88%	88%	100%	14
NEMAHA							
Apostolic Christian Home	96%	96%	86%	87%	83%	86%	27
Crestview Nursing & Residential Living *	75%	75%	34%	88%	88%	100%	
Eastridge Skilled Nursing Facility	94%	94%	52%	92%	94%	96%	18
Sabetha Manor *	100%	100%	81%	94%	88%	100%	8
NEOSHO							
Diversicare of Chanute	90%	90%	76%	80%	83%	100%	21
Heritage Health Care Center	93%	93%	75%	81%	85%	96%	
Prairie Mission Retirement Village	100%	100%	82%	100%	100%	100%	10
NESS							
Grisell Memorial Hospital LTCU ***	***	***	***	***	***	***	***
Ness County Hospital LTCU dba Cedar Village *	86%	86%	86%	79%	79%	61%	

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Autonomy

- Staff enables residents to use talents
- Staff offers opportunity to learn
- Staff offers opportunity to help others
- Staff enable residents to follow own daily routine

Coordination of care

- Staff consistency
- Staff communication
- Staff informed re: all care/treatment
- Staff aware of important health needs

Emotional support

- Staff confidence/trust in
- Ease of finding someone to talk to

Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions
- Facility makes it easy to be with resident

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

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Top2 Box scores by quality dimensions and global satisfaction plus response rate

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions and items, whether "Always/Usually", Yes, definitely/Yes, mostly", "Definitely yes/Probably yes" (Recommend to friends/family), or Overall rating of 9-10 (on 0-10 scale).

* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Info & education	Patient safety	Physical comfort	Relationships	n-size
State average for Kansas facilities	50%	89%	80%	86%	76%	89%	4,825
MEADE							
Lone Tree Retirement Center	100%	100%	90%	90%	96%	93%	
MIAMI							
Medicalodges Paola **	81%	81%	83%	79%	82%	62%	36
North Point Skilled Nursing Center	100%	100%	83%	92%	95%	80%	14
MITCHELL							
Hilltop Lodge Nursing Home	91%	91%	78%	82%	87%	73%	57
Mitchell County Hospital Health Systems LTCU	95%	95%	76%	63%	81%	76%	19
MONTGOMERY							
Caney Nursing Center ***	***	***	***	***	***	***	
Cherryvale Nursing and Rehab Center	83%	83%	72%	75%	80%	67%	18
Coffeyville Regional Medical Center SNF ***	***	***	***	***	***	***	
Medicalodges Coffeyville	80%	80%	65%	50%	73%	50%	10
Medicalodges Independence	89%	89%	100%	78%	97%	94%	
Montgomery Place Nursing Center	92%	92%	88%	73%	96%	81%	13
Windsor Place Coffeyville	100%	100%	95%	92%	88%	84%	32
MORRIS							
Diversicare of Council Grove	93%	93%	87%	87%	86%	84%	27
MORTON							
Morton County Care Center	92%	92%	93%	57%	67%	79%	14
NEMAHA							
Apostolic Christian Home	96%	96%	81%	74%	89%	86%	27
Crestview Nursing & Residential Living *	75%	75%	100%	79%	88%	71%	
Eastridge Skilled Nursing Facility	94%	94%	88%	89%	96%	83%	18
Sabetha Manor *	100%	100%	88%	88%	93%	88%	8
NEOSHO							
Diversicare of Chanute	90%	90%	83%	64%	92%	75%	21
Heritage Health Care Center	93%	93%	84%	87%	86%	81%	
Prairie Mission Retirement Village	100%	100%	95%	90%	94%	90%	10
NESS							
Grisell Memorial Hospital LTCU ***	***	***	***	***	***	***	***
Ness County Hospital LTCU dba Cedar Village *	86%	86%	79%	64%	82%	90%	

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Patient safety

- Got help as soon as wanted
- Made it easy to move around safely

Physical comfort

- Help going to bathroom as soon as wanted
- Need pain meds
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Common areas kept clean during stay
- Quiet around room at night
- Belongings safe from being damaged/lost/stolen

Information & education

- Staff explained things understandably to family
- Staff explained things understandably to resident
- Get enough info about condition/ treatment

Relationships

- Staff know about residents
- Staff take time to interact with residents
- Staff make residents feel included

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

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Top2 Box scores by quality dimensions and global satisfaction plus response rate

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* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Respect for patient preferences	Supportive services		n-size
State average for Kansas facilities	50%	89%	85%			4,825
MEADE						
Lone Tree Retirement Center	100%	100%	96%	95%		
MIAMI						
Medicalodges Paola **	81%	81%	73%	86%		36
North Point Skilled Nursing Center	100%	100%	93%	92%		14
MITCHELL						
Hilltop Lodge Nursing Home	91%	91%	79%	75%		57
Mitchell County Hospital Health Systems LTCU	95%	95%	78%	78%		19
MONTGOMERY						
Caney Nursing Center ***	***	***	***	***		
Cherryvale Nursing and Rehab Center	83%	83%	73%	78%		18
Coffeyville Regional Medical Center SNF ***	***	***	***	***		
Medicalodges Coffeyville	80%	80%	72%	55%		10
Medicalodges Independence	89%	89%	100%	100%		
Montgomery Place Nursing Center	92%	92%	82%	89%		13
Windsor Place Coffeyville	100%	100%	94%	90%		32
MORRIS						
Diversicare of Council Grove	93%	93%	83%	84%		27
MORTON						
Morton County Care Center	92%	92%	90%	77%		14
NEMAHA						
Apostolic Christian Home	96%	96%	83%	87%		27
Crestview Nursing & Residential Living *	75%	75%	84%	92%		
Eastridge Skilled Nursing Facility	94%	94%	88%	90%		18
Sabetha Manor *	100%	100%	87%	94%		8
NEOSHO						
Diversicare of Chanute	90%	90%	85%	79%		21
Heritage Health Care Center	93%	93%	90%	87%		
Prairie Mission Retirement Village	100%	100%	94%	90%		10
NESS						
Grisell Memorial Hospital LTCU ***	***	***	***	***		***
Ness County Hospital LTCU dba Cedar Village *	86%	86%	81%	81%		

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Respect for patient preferences

- Family member treated with courtesy/ respect by staff
- Staff listened carefully to family member
- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
- Staff help the resident with grooming
- Management responsive to suggestions and concerns
- Privacy

Supportive services

- Clothes are damaged or lost
- Taste of food
- Variety of food
- Dining experience is enjoyable
- Dining staff courtesy/respect
- Facility makes it easy to practice religion

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

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"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Autonomy	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	50%	89%	82%	84%	89%	89%	4,825
NORTON							
Andbe Home, Inc	88%	88%	71%	81%	85%	90%	
OSAGE							
Brookside Retirement Community ***	***	***	***	***	***	***	***
Osage Nursing & Rehabilitation Center	93%	93%	63%	80%	75%	90%	
Peterson Nursing Home ***	***	***	***	***	***	***	***
OSBORNE							
Golden Livingcenter - Downs	94%	94%	68%	78%	85%	81%	18
Parkview Care Center ***	***	***	***	***	***	***	***
OTTAWA							
Good Samaritan Society - Minneapolis	100%	100%	56%	88%	89%	82%	15
Ottawa County Health Center LTCU *	100%	100%	61%	100%	100%	100%	6
PAWNEE							
Diversicare of Larned	89%	89%	76%	67%	70%	67%	
PHILLIPS							
Logan Manor Community Health Services	100%	100%	67%	91%	90%	94%	12
Phillips County Retirement Center *	75%	75%	63%	77%	83%	92%	
POTTAWATOMIE							
Community Hospital Onaga LTCU/St Mary's Manor	100%	100%	99%	100%	100%	98%	
Good Samaritan Society - Valley Vista	76%	76%	61%	82%	85%	93%	25
Onaga Health and Rehab	56%	56%	45%	64%	70%	67%	10
PRATT							
Pratt Health and Rehab	94%	94%	79%	91%	93%	89%	18
Pratt Rehabilitation and Residence Center	100%	100%	58%	90%	86%	86%	29
RAWLINS							
Good Samaritan Society - Atwood	82%	82%	84%	77%	91%	100%	11
RENO							
Diversicare of Hutchinson	76%	76%	64%	67%	74%	69%	20
Friendship Manor ***	***	***	***	***	***	***	***
Good Samaritan Society - Hutchinson Village	85%	85%	74%	87%	81%	87%	
Hutchinson Care Center ***	***	***	***	***	***	***	***
Hutchinson Health and Rehab	73%	73%	63%	68%	80%	89%	15
Hutchinson Regional Medical Center ***	***	***	***	***	***	***	***

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Autonomy

- Staff enables residents to use talents
- Staff offers opportunity to learn
- Staff offers opportunity to help others
- Staff enable residents to follow own daily routine

Coordination of care

- Staff consistency
- Staff communication
- Staff informed re: all care/treatment
- Staff aware of important health needs

Emotional support

- Staff confidence/trust in
- Ease of finding someone to talk to

Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions
- Facility makes it easy to be with resident

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

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"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Info & education	Patient safety	Physical comfort	Relationships	n-size
State average for Kansas facilities	50%	89%	80%	86%	76%	89%	4,825
NORTON							
Andbe Home, Inc	88%	88%	83%	86%	89%	69%	
OSAGE							
Brookside Retirement Community ***	***	***	***	***	***	***	***
Osage Nursing & Rehabilitation Center	93%	93%	76%	69%	88%	65%	
Peterson Nursing Home ***	***	***	***	***	***	***	***
OSBORNE							
Golden Livingcenter - Downs	94%	94%	89%	81%	87%	75%	18
Parkview Care Center ***	***	***	***	***	***	***	***
OTTAWA							
Good Samaritan Society - Minneapolis	100%	100%	83%	73%	83%	78%	15
Ottawa County Health Center LTCU *	100%	100%	92%	83%	94%	100%	6
PAWNEE							
Diversicare of Larned	89%	89%	67%	76%	84%	77%	
PHILLIPS							
Logan Manor Community Health Services	100%	100%	83%	83%	90%	76%	12
Phillips County Retirement Center *	75%	75%	94%	63%	78%	88%	
POTTAWATOMIE							
Community Hospital Onaga LTCU/St Mary's Manor	100%	100%	94%	100%	97%	98%	
Good Samaritan Society - Valley Vista	76%	76%	80%	84%	89%	75%	25
Onaga Health and Rehab	56%	56%	75%	75%	77%	53%	10
PRATT							
Pratt Health and Rehab	94%	94%	86%	91%	95%	79%	18
Pratt Rehabilitation and Residence Center	100%	100%	85%	85%	90%	72%	29
RAWLINS							
Good Samaritan Society - Atwood	82%	82%	77%	68%	92%	85%	11
RENO							
Diversicare of Hutchinson	76%	76%	71%	76%	84%	63%	20
Friendship Manor ***	***	***	***	***	***	***	***
Good Samaritan Society - Hutchinson Village	85%	85%	85%	81%	83%	83%	
Hutchinson Care Center ***	***	***	***	***	***	***	***
Hutchinson Health and Rehab	73%	73%	73%	73%	71%	69%	15
Hutchinson Regional Medical Center ***	***	***	***	***	***	***	***

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Patient safety

- Got help as soon as wanted
- Made it easy to move around safely

Physical comfort

- Help going to bathroom as soon as wanted
- Need pain meds
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Common areas kept clean during stay
- Quiet around room at night
- Belongings safe from being damaged/lost/stolen

Information & education

- Staff explained things understandably to family
- Staff explained things understandably to resident
- Get enough info about condition/ treatment

Relationships

- Staff know about residents
- Staff take time to interact with residents
- Staff make residents feel included

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

KDADS is seeking to improve the experience of Kansans while living in a nursing home. To this end, KDADS contracted with National Research Corporation to gather information about satisfaction levels directly from Kansas nursing home residents. This is the third in a series of annual surveys. Every Kansas nursing home participating in Medicaid and/or in Medicare was offered the opportunity to participate in the survey. The surveys were conducted by independent third party interviewers March-May 2016. These qualified and trained interviewers met with the residents in person in a private setting. Interviews were analyzed to ensure that a consistent interview scheme was followed. The results displayed in the report below will assist consumers with information about the satisfaction level of residents living in the facility based on their responses to the survey.

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"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Respect for patient preferences	Supportive services		n-size
State average for Kansas facilities	50%	89%	85%			4,825
NORTON						
Andbe Home, Inc	88%	88%	83%	80%		
OSAGE						
Brookside Retirement Community ***	***	***	***	***		***
Osage Nursing & Rehabilitation Center	93%	93%	87%	75%		
Peterson Nursing Home ***	***	***	***	***		***
OSBORNE						
Golden Livingcenter - Downs	94%	94%	73%	81%		18
Parkview Care Center ***	***	***	***	***		***
OTTAWA						
Good Samaritan Society - Minneapolis	100%	100%	82%	89%		15
Ottawa County Health Center LTCU *	100%	100%	100%	92%		6
PAWNEE						
Diversicare of Larned	89%	89%	72%	80%		
PHILLIPS						
Logan Manor Community Health Services	100%	100%	84%	84%		12
Phillips County Retirement Center *	75%	75%	88%	85%		
POTTAWATOMIE						
Community Hospital Onaga LTCU/St Mary's Manor	100%	100%	97%	98%		
Good Samaritan Society - Valley Vista	76%	76%	81%	89%		25
Onaga Health and Rehab	56%	56%	68%	79%		10
PRATT						
Pratt Health and Rehab	94%	94%	86%	92%		18
Pratt Rehabilitation and Residence Center	100%	100%	87%	86%		29
RAWLINS						
Good Samaritan Society - Atwood	82%	82%	92%	85%		11
RENO						
Diversicare of Hutchinson	76%	76%	77%	75%		20
Friendship Manor ***	***	***	***	***		***
Good Samaritan Society - Hutchinson Village	85%	85%	84%	81%		
Hutchinson Care Center ***	***	***	***	***		***
Hutchinson Health and Rehab	73%	73%	75%	63%		15
Hutchinson Regional Medical Center ***	***	***	***	***		

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Respect for patient preferences

- Family member treated with courtesy/ respect by staff
- Staff listened carefully to family member
- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
- Staff help the resident with grooming
- Management responsive to suggestions and concerns
- Privacy

Supportive services

- Clothes are damaged or lost
- Taste of food
- Variety of food
- Dining experience is enjoyable
- Dining staff courtesy/respect
- Facility makes it easy to practice religion

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

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Top2 Box scores by quality dimensions and global satisfaction plus response rate

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions and items, whether "Always/Usually", Yes, definitely/Yes, mostly", "Definitely yes/Probably yes" (Recommend to friends/family), or Overall rating of 9-10 (on 0-10 scale).

* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Autonomy	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	50%	89%	82%	84%	89%	89%	4,825
RENO							
Prairie Sunset Home	93%	93%	47%	91%	93%	89%	15
Ray E Dillon Living Center	96%	96%	60%	81%	88%	90%	24
Sunshine Meadows Retirement Community	92%	92%	76%	91%	86%	92%	
Wesley Towers Inc	92%	92%	60%	90%	89%	94%	42
REPUBLIC							
Belleville Health Care Center	95%	95%	45%	81%	87%	96%	22
Republic County Hospital LTCU	100%	100%	69%	100%	93%	96%	15
RICE							
Good Samaritan Society - Lyons	100%	100%	67%	84%	83%	79%	14
Sandstone Heights *	100%	100%	69%	94%	100%	100%	
Sterling Presbyterian Manor ***	***	***	***	***	***	***	***
RILEY							
Leonardville Nursing Home	100%	100%	58%	85%	88%	89%	
Meadowlark Hills Retirement Community	100%	100%	67%	90%	94%	93%	40
Stoneybrook Retirement Community	96%	96%	73%	80%	80%	81%	26
Via Christi Village Manhattan Inc	86%	86%	70%	83%	86%	90%	
ROOKS							
Solomon Valley Manor	91%	91%	57%	84%	82%	76%	11
RUSH							
Locust Grove Village / Rush County Nursing Home ***	***	***	***	***	***	***	***
Rush County Memorial Hospital LTCU	100%	100%	50%	84%	80%	82%	11
RUSSELL							
Main Street Manor *	100%	100%	71%	100%	100%	81%	7
Wheatland Nursing & Rehabilitation Center	69%	69%	38%	60%	71%	69%	
SALINE							
Holiday Resort of Salina	81%	81%	35%	74%	75%	93%	19
Pinnacle Park Nursing & Rehab Center	83%	83%	52%	69%	81%	76%	19
Salina Presbyterian Manor ***	***	***	***	***	***	***	***
Smoky Hill Rehabilitation Center ***	***	***	***	***	***	***	***
Windsor Estates Nursing Home	100%	100%	49%	75%	80%	89%	11
SCOTT							
Park Lane Nursing Home	100%	100%	81%	93%	94%	100%	12

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Autonomy

- Staff enables residents to use talents
- Staff offers opportunity to learn
- Staff offers opportunity to help others
- Staff enable residents to follow own daily routine

Coordination of care

- Staff consistency
- Staff communication
- Staff informed re: all care/treatment
- Staff aware of important health needs

Emotional support

- Staff confidence/trust in
- Ease of finding someone to talk to

Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions
- Facility makes it easy to be with resident

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* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Info & education	Patient safety	Physical comfort	Relationships	n-size
State average for Kansas facilities	50%	89%	80%	86%	76%	89%	4,825
RENO							
Prairie Sunset Home	93%	93%	80%	87%	84%	67%	15
Ray E Dillon Living Center	96%	96%	93%	83%	85%	80%	24
Sunshine Meadows Retirement Community	92%	92%	76%	89%	86%	81%	
Wesley Towers Inc	92%	92%	85%	83%	88%	78%	42
REPUBLIC							
Belleville Health Care Center	95%	95%	74%	62%	84%	50%	22
Republic County Hospital LTCU	100%	100%	97%	80%	92%	88%	15
RICE							
Good Samaritan Society - Lyons	100%	100%	71%	79%	88%	71%	14
Sandstone Heights *	100%	100%	100%	100%	96%	83%	
Sterling Presbyterian Manor ***	***	***	***	***	***	***	***
RILEY							
Leonardville Nursing Home	100%	100%	87%	80%	90%	91%	
Meadowlark Hills Retirement Community	100%	100%	86%	93%	91%	94%	40
Stoneybrook Retirement Community	96%	96%	77%	77%	78%	81%	26
Via Christi Village Manhattan Inc	86%	86%	84%	91%	90%	82%	
ROOKS							
Solomon Valley Manor	91%	91%	82%	86%	87%	82%	11
RUSH							
Locust Grove Village / Rush County Nursing Home ***	***	***	***	***	***	***	***
Rush County Memorial Hospital LTCU	100%	100%	77%	82%	92%	80%	11
RUSSELL							
Main Street Manor *	100%	100%	93%	93%	96%	90%	7
Wheatland Nursing & Rehabilitation Center	69%	69%	57%	82%	78%	48%	
SALINE							
Holiday Resort of Salina	81%	81%	71%	61%	78%	70%	19
Pinnacle Park Nursing & Rehab Center	83%	83%	78%	71%	83%	79%	19
Salina Presbyterian Manor ***	***	***	***	***	***	***	***
Smoky Hill Rehabilitation Center ***	***	***	***	***	***	***	***
Windsor Estates Nursing Home	100%	100%	77%	91%	84%	76%	11
SCOTT							
Park Lane Nursing Home	100%	100%	96%	75%	92%	92%	12

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Patient safety

- Got help as soon as wanted
- Made it easy to move around safely

Physical comfort

- Help going to bathroom as soon as wanted
- Need pain meds
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Common areas kept clean during stay
- Quiet around room at night
- Belongings safe from being damaged/lost/stolen

Information & education

- Staff explained things understandably to family
- Staff explained things understandably to resident
- Get enough info about condition/ treatment

Relationships

- Staff know about residents
- Staff take time to interact with residents
- Staff make residents feel included

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

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* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Respect for patient preferences	Supportive services		n-size
State average for Kansas facilities						
RENO						
Prairie Sunset Home	93%	93%	84%	88%		15
Ray E Dillon Living Center	96%	96%	85%	77%		24
Sunshine Meadows Retirement Community	92%	92%	85%	89%		
Wesley Towers Inc	92%	92%	88%	80%		42
REPUBLIC						
Belleville Health Care Center	95%	95%	75%	69%		22
Republic County Hospital LTCU	100%	100%	86%	98%		15
RICE						
Good Samaritan Society - Lyons	100%	100%	82%	95%		14
Sandstone Heights *	100%	100%	92%	78%		
Sterling Presbyterian Manor ***	***	***	***	***		***
RILEY						
Leonardville Nursing Home	100%	100%	87%	84%		
Meadowlark Hills Retirement Community	100%	100%	90%	83%		40
Stoneybrook Retirement Community	96%	96%	76%	89%		26
Via Christi Village Manhattan Inc	86%	86%	85%	82%		
ROOKS						
Solomon Valley Manor	91%	91%	79%	71%		11
RUSH						
Locust Grove Village / Rush County Nursing Home ***	***	***	***	***		***
Rush County Memorial Hospital LTCU	100%	100%	79%	87%		11
RUSSELL						
Main Street Manor *	100%	100%	90%	85%		7
Wheatland Nursing & Rehabilitation Center	69%	69%	64%	78%		
SALINE						
Holiday Resort of Salina	81%	81%	69%	69%		19
Pinnacle Park Nursing & Rehab Center	83%	83%	69%	69%		19
Salina Presbyterian Manor ***	***	***	***	***		***
Smoky Hill Rehabilitation Center ***	***	***	***	***		***
Windsor Estates Nursing Home	100%	100%	78%	73%		11
SCOTT						
Park Lane Nursing Home	100%	100%	93%	76%		12

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Respect for patient preferences

- Family member treated with courtesy/ respect by staff
- Staff listened carefully to family member
- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
- Staff help the resident with grooming
- Management responsive to suggestions and concerns
- Privacy

Supportive services

- Clothes are damaged or lost
- Taste of food
- Variety of food
- Dining experience is enjoyable
- Dining staff courtesy/respect
- Facility makes it easy to practice religion

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* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Autonomy	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	50%	89%	82%	84%	89%	89%	4,825
SEDGWICK							
Avita Health and Rehab at Reeds Cove *	100%	100%	90%	76%	86%	95%	7
Caritas Center Inc *	100%	100%	75%	97%	96%	72%	9
Catholic Care Center Inc	93%	93%	57%	94%	88%	95%	40
Clearwater Nursing & Rehabilitation Center	87%	87%	45%	69%	77%	79%	16
College Hill Nursing & Rehab Center ***	***	***	***	***	***	***	***
Derby Health and Rehab Center	100%	100%	73%	75%	80%	90%	15
Deseret Healthcare and Rehab at Woodlawn LLC ***	***	***	***	***	***	***	***
Divisicare of Haysville	88%	88%	66%	57%	72%	83%	27
Family Health and Rehabilitation Center	100%	100%	80%	88%	93%	100%	10
Golden Livingcenter - Wichita ***	***	***	***	***	***	***	***
Homestead Health Center *	78%	78%	81%	75%	67%	85%	9
Kansas Masonic Home ***	***	***	***	***	***	***	***
Lakepoint Wichita SNF	80%	80%	76%	70%	73%	89%	35
Larksfield Place	95%	95%	88%	83%	95%	90%	22
Life Care Center of Wichita	95%	95%	78%	83%	77%	89%	22
Manorcare Health Services - Wichita	88%	88%	94%	81%	87%	93%	37
Medicalodges Goddard	95%	95%	49%	79%	75%	91%	26
Medicalodges Wichita	92%	92%	88%	63%	58%	89%	12
Meridian Nursing & Rehabilitation Center	67%	67%	34%	53%	50%	98%	18
Mount Hope Nursing Center	100%	100%	58%	88%	92%	92%	
Park West Plaza ***	***	***	***	***	***	***	***
Regent Park Rehabilitation & Healthcare	93%	93%	70%	96%	93%	100%	14
Rolling Hills Health & Rehab *	100%	100%	85%	80%	80%	100%	5
Via Christi Hope Health Center ***	***	***	***	***	***	***	
Via Christi Village Mclean Inc	82%	82%	83%	73%	92%	97%	12
Via Christi Village Ridge SNF	88%	88%	91%	88%	83%	95%	16
Westview of Derby ***	***	***	***	***	***	***	***
Wichita Presbyterian Manor ***	***	***	***	***	***	***	***
SEWARD							
Good Samaritan Society - Liberal	85%	85%	90%	88%	88%	90%	13
Southwest Medical Center SNF ***	***	***	***	***	***	***	***
Wheatridge Park Care Center	100%	100%	79%	84%	67%	89%	12

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Autonomy

- Staff enables residents to use talents
- Staff offers opportunity to learn
- Staff offers opportunity to help others
- Staff enable residents to follow own daily routine

Coordination of care

- Staff consistency
- Staff communication
- Staff informed re: all care/treatment
- Staff aware of important health needs

Emotional support

- Staff confidence/trust in
- Ease of finding someone to talk to

Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions
- Facility makes it easy to be with resident

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

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* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Info & education	Patient safety	Physical comfort	Relationships	n-size
State average for Kansas facilities	50%	89%	80%	86%	76%	89%	4,825
SEDGWICK							
Avita Health and Rehab at Reeds Cove *	100%	100%	93%	93%	94%	67%	7
Caritas Center Inc *	100%	100%	100%	100%	91%	100%	9
Catholic Care Center Inc	93%	93%	86%	88%	94%	58%	40
Clearwater Nursing & Rehabilitation Center	87%	87%	63%	69%	75%	67%	16
College Hill Nursing & Rehab Center ***	***	***	***	***	***	***	***
Derby Health and Rehab Center	100%	100%	73%	83%	88%	80%	15
Deseret Healthcare and Rehab at Woodlawn LLC ***	***	***	***	***	***	***	***
Divisicare of Haysville	88%	88%	63%	63%	77%	72%	27
Family Health and Rehabilitation Center	100%	100%	95%	80%	93%	83%	10
Golden Livingcenter - Wichita ***	***	***	***	***	***	***	***
Homestead Health Center *	78%	78%	89%	72%	83%	75%	9
Kansas Masonic Home ***	***	***	***	***	***	***	***
Lakepoint Wichita SNF	80%	80%	69%	71%	79%	71%	35
Larksfield Place	95%	95%	79%	83%	91%	92%	22
Life Care Center of Wichita	95%	95%	82%	68%	80%	83%	22
Manorcare Health Services - Wichita	88%	88%	77%	80%	86%	83%	37
Medicalodges Goddard	95%	95%	84%	63%	83%	83%	26
Medicalodges Wichita	92%	92%	75%	79%	82%	75%	12
Meridian Nursing & Rehabilitation Center	67%	67%	44%	67%	72%	47%	18
Mount Hope Nursing Center	100%	100%	88%	92%	90%	85%	
Park West Plaza ***	***	***	***	***	***	***	***
Regent Park Rehabilitation & Healthcare	93%	93%	96%	82%	96%	79%	14
Rolling Hills Health & Rehab *	100%	100%	90%	50%	81%	87%	5
Via Christi Hope Health Center ***	***	***	***	***	***	***	
Via Christi Village Mclean Inc	82%	82%	75%	71%	90%	75%	12
Via Christi Village Ridge SNF	88%	88%	90%	81%	86%	88%	16
Westview of Derby ***	***	***	***	***	***	***	***
Wichita Presbyterian Manor ***	***	***	***	***	***	***	***
SEWARD							
Good Samaritan Society - Liberal	85%	85%	92%	73%	82%	67%	13
Southwest Medical Center SNF ***	***	***	***	***	***	***	***
Wheatridge Park Care Center	100%	100%	79%	83%	81%	67%	12

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Patient safety

- Got help as soon as wanted
- Made it easy to move around safely

Physical comfort

- Help going to bathroom as soon as wanted
- Need pain meds
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Common areas kept clean during stay
- Quiet around room at night
- Belongings safe from being damaged/lost/stolen

Information & education

- Staff explained things understandably to family
- Staff explained things understandably to resident
- Get enough info about condition/ treatment

Relationships

- Staff know about residents
- Staff take time to interact with residents
- Staff make residents feel included

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"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Respect for patient preferences	Supportive services		n-size
State average for Kansas facilities	50%	89%	85%			4,825
SEDGWICK						
Avita Health and Rehab at Reeds Cove *	100%	100%	83%	85%		7
Caritas Center Inc *	100%	100%	98%	96%		9
Catholic Care Center Inc	93%	93%	90%	90%		40
Clearwater Nursing & Rehabilitation Center	87%	87%	68%	77%		16
College Hill Nursing & Rehab Center ***	***	***	***	***		***
Derby Health and Rehabilitaiton Center	100%	100%	84%	87%		15
Deseret Healthcare and Rehab at Woodlawn LLC ***	***	***	***	***		***
Divisicare of Haysville	88%	88%	77%	80%		27
Family Health and Rehabilitation Center	100%	100%	87%	81%		10
Golden Livingcenter - Wichita ***	***	***	***	***		***
Homestead Health Center *	78%	78%	84%	89%		9
Kansas Masonic Home ***	***	***	***	***		***
Lakepoint Wichita SNF	80%	80%	80%	80%		35
Larksfield Place	95%	95%	89%	77%		22
Life Care Center of Wichita	95%	95%	85%	82%		22
Manorcare Health Services - Wichita	88%	88%	85%	79%		37
Medicalodges Goddard	95%	95%	77%	81%		26
Medicalodges Wichita	92%	92%	70%	87%		12
Meridian Nursing & Rehabilitation Center	67%	67%	60%	80%		18
Mount Hope Nursing Center	100%	100%	83%	82%		
Park West Plaza ***	***	***	***	***		***
Regent Park Rehabilitation & Healthcare	93%	93%	92%	96%		14
Rolling Hills Health & Rehab *	100%	100%	90%	79%		5
Via Christi Hope Health Center ***	***	***	***	***		
Via Christi Village Mclean Inc	82%	82%	86%	84%		12
Via Christi Village Ridge SNF	88%	88%	87%	88%		16
Westview of Derby ***	***	***	***	***		***
Wichita Presbyterian Manor ***	***	***	***	***		***
SEWARD						
Good Samaritan Society - Liberal	85%	85%	92%	88%		13
Southwest Medical Center SNF ***	***	***	***	***		***
Wheatridge Park Care Center	100%	100%	79%	76%		12

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Respect for patient preferences

- Family member treated with courtesy/ respect by staff
- Staff listened carefully to family member
- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
- Staff help the resident with grooming
- Management responsive to suggestions and concerns
- Privacy

Supportive services

- Clothes are damaged or lost
- Taste of food
- Variety of food
- Dining experience is enjoyable
- Dining staff courtesy/respect
- Facility makes it easy to practice religion

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

KDADS is seeking to improve the experience of Kansans while living in a nursing home. To this end, KDADS contracted with National Research Corporation to gather information about satisfaction levels directly from Kansas nursing home residents. This is the third in a series of annual surveys. Every Kansas nursing home participating in Medicaid and/or in Medicare was offered the opportunity to participate in the survey. The surveys were conducted by independent third party interviewers March-May 2016. These qualified and trained interviewers met with the residents in person in a private setting. Interviews were analyzed to ensure that a consistent interview scheme was followed. The results displayed in the report below will assist consumers with information about the satisfaction level of residents living in the facility based on their responses to the survey.

Top2 Box scores by quality dimensions and global satisfaction plus response rate

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions and items, whether "Always/Usually", Yes, definitely/Yes, mostly", "Definitely yes/Probably yes" (Recommend to friends/family), or Overall rating of 9-10 (on 0-10 scale).

* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Autonomy	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	50%	89%	82%	84%	89%	89%	4,825
SHAWNEE							
Aldersgate Village	89%	89%	54%	76%	78%	87%	41
Brewster Health Center	89%	89%	65%	76%	67%	76%	11
Brighton Place North ***	***	***	***	***	***	***	***
Brighton Place West ***	***	***	***	***	***	***	***
Countryside Health Center	67%	67%	61%	74%	73%	67%	46
Lexington Park Nursing & Post Acute Center	96%	96%	76%	90%	91%	97%	29
Manorcare Health Services - Topeka	83%	83%	69%	78%	74%	85%	42
Mccrite Plaza Health Center	94%	94%	45%	73%	71%	87%	
Plaza West Regional Health Center	93%	93%	41%	86%	89%	97%	42
Providence Living Center **	67%	67%	47%	73%	73%	62%	
Rolling Hills Health Center	85%	85%	65%	65%	60%	100%	13
Tanglewood Nursing and Rehab ***	***	***	***	***	***	***	
The Legacy on 10th Avenue ***	***	***	***	***	***	***	***
Topeka Presbyterian Manor ***	***	***	***	***	***	***	***
Washburn Community Care Center LLC ***	***	***	***	***	***	***	***
Westwood Manor ***	***	***	***	***	***	***	***
SHERIDAN							
Sheridan County Hospital LTCU	100%	100%	100%	95%	94%	90%	
SHERMAN							
Good Samaritan Society - Sherman County	84%	84%	84%	93%	75%	87%	
SMITH							
Smith Center Health & Rehab	91%	91%	55%	92%	87%	92%	
Smith County Memorial Hospital LTCU *	100%	100%	53%	93%	100%	88%	8
STAFFORD							
Leisure Homestead at St John	89%	89%	65%	91%	85%	77%	11
Leisure Homestead at Stafford *	63%	63%	50%	68%	63%	83%	8
STANTON							
Stanton County Health Care Facility LTCU	100%	100%	81%	85%	75%	92%	
STEVENS							
Pioneer Manor	100%	100%	59%	95%	91%	96%	15
SUMNER							
Golden Livingcenter - Wellington	75%	75%	66%	78%	82%	88%	16

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Autonomy

- Staff enables residents to use talents
- Staff offers opportunity to learn
- Staff offers opportunity to help others
- Staff enable residents to follow own daily routine

Coordination of care

- Staff consistency
- Staff communication
- Staff informed re: all care/treatment
- Staff aware of important health needs

Emotional support

- Staff confidence/trust in
- Ease of finding someone to talk to

Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions
- Facility makes it easy to be with resident

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

KDADS is seeking to improve the experience of Kansans while living in a nursing home. To this end, KDADS contracted with National Research Corporation to gather information about satisfaction levels directly from Kansas nursing home residents. This is the third in a series of annual surveys. Every Kansas nursing home participating in Medicaid and/or in Medicare was offered the opportunity to participate in the survey. The surveys were conducted by independent third party interviewers March-May 2016. These qualified and trained interviewers met with the residents in person in a private setting. Interviews were analyzed to ensure that a consistent interview scheme was followed. The results displayed in the report below will assist consumers with information about the satisfaction level of residents living in the facility based on their responses to the survey.

Top2 Box scores by quality dimensions and global satisfaction plus response rate

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions and items, whether "Always/Usually", Yes, definitely/Yes, mostly", "Definitely yes/Probably yes" (Recommend to friends/family), or Overall rating of 9-10 (on 0-10 scale).

* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Info & education	Patient safety	Physical comfort	Relationships	n-size
State average for Kansas facilities	50%	89%	80%	86%	76%	89%	4,825
SHAWNEE							
Aldersgate Village	89%	89%	79%	84%	85%	66%	41
Brewster Health Center	89%	89%	72%	55%	76%	70%	11
Brighton Place North ***	***	***	***	***	***	***	***
Brighton Place West ***	***	***	***	***	***	***	***
Countryside Health Center	67%	67%	70%	81%	76%	70%	46
Lexington Park Nursing & Post Acute Center	96%	96%	93%	95%	96%	73%	29
Manorcare Health Services - Topeka	83%	83%	73%	74%	82%	78%	42
Mccrite Plaza Health Center	94%	94%	74%	63%	88%	71%	
Plaza West Regional Health Center	93%	93%	93%	75%	85%	82%	42
Providence Living Center **	67%	67%	63%	78%	68%	59%	
Rolling Hills Health Center	85%	85%	77%	62%	77%	54%	13
Tanglewood Nursing and Rehab ***	***	***	***	***	***	***	
The Legacy on 10th Avenue ***	***	***	***	***	***	***	***
Topeka Presbyterian Manor ***	***	***	***	***	***	***	***
Washburn Community Care Center LLC ***	***	***	***	***	***	***	***
Westwood Manor ***	***	***	***	***	***	***	***
SHERIDAN							
Sheridan County Hospital LTCU	100%	100%	97%	94%	99%	94%	
SHERMAN							
Good Samaritan Society - Sherman County	84%	84%	83%	85%	91%	67%	
SMITH							
Smith Center Health & Rehab	91%	91%	84%	93%	90%	76%	
Smith County Memorial Hospital LTCU *	100%	100%	94%	94%	94%	75%	8
STAFFORD							
Leisure Homestead at St John	89%	89%	82%	86%	89%	67%	11
Leisure Homestead at Stafford *	63%	63%	75%	81%	82%	67%	8
STANTON							
Stanton County Health Care Facility LTCU	100%	100%	83%	96%	89%	81%	
STEVENS							
Pioneer Manor	100%	100%	93%	77%	87%	89%	15
SUMNER							
Golden Livingcenter - Wellington	75%	75%	84%	75%	79%	79%	16

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Patient safety

- Got help as soon as wanted
- Made it easy to move around safely

Physical comfort

- Help going to bathroom as soon as wanted
- Need pain meds
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Common areas kept clean during stay
- Quiet around room at night
- Belongings safe from being damaged/lost/stolen

Information & education

- Staff explained things understandably to family
- Staff explained things understandably to resident
- Get enough info about condition/ treatment

Relationships

- Staff know about residents
- Staff take time to interact with residents
- Staff make residents feel included

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

KDADS is seeking to improve the experience of Kansans while living in a nursing home. To this end, KDADS contracted with National Research Corporation to gather information about satisfaction levels directly from Kansas nursing home residents. This is the third in a series of annual surveys. Every Kansas nursing home participating in Medicaid and/or in Medicare was offered the opportunity to participate in the survey. The surveys were conducted by independent third party interviewers March-May 2016. These qualified and trained interviewers met with the residents in person in a private setting. Interviews were analyzed to ensure that a consistent interview scheme was followed. The results displayed in the report below will assist consumers with information about the satisfaction level of residents living in the facility based on their responses to the survey.

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* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Respect for patient preferences	Supportive services		n-size
State average for Kansas facilities						
SHAWNEE						
Aldersgate Village	89%	89%	82%	75%		41
Brewster Health Center	89%	89%	76%	83%		11
Brighton Place North ***	***	***	***	***		***
Brighton Place West ***	***	***	***	***		***
Countryside Health Center	67%	67%	72%	75%		46
Lexington Park Nursing & Post Acute Center	96%	96%	92%	89%		29
Manorcare Health Services - Topeka	83%	83%	66%	75%		42
Mccrite Plaza Health Center	94%	94%	77%	85%		
Plaza West Regional Health Center	93%	93%	80%	87%		42
Providence Living Center **	67%	67%	58%	65%		
Rolling Hills Health Center	85%	85%	72%	75%		13
Tanglewood Nursing and Rehab ***	***	***	***	***		
The Legacy on 10th Avenue ***	***	***	***	***		***
Topeka Presbyterian Manor ***	***	***	***	***		***
Washburn Community Care Center LLC ***	***	***	***	***		
Westwood Manor ***	***	***	***	***		***
SHERIDAN						
Sheridan County Hospital LTCU	100%	100%	99%	92%		
SHERMAN						
Good Samaritan Society - Sherman County	84%	84%	83%	89%		
SMITH						
Smith Center Health & Rehab	91%	91%	80%	86%		
Smith County Memorial Hospital LTCU *	100%	100%	87%	87%		8
STAFFORD						
Leisure Homestead at St John	89%	89%	84%	68%		11
Leisure Homestead at Stafford *	63%	63%	69%	73%		8
STANTON						
Stanton County Health Care Facility LTCU	100%	100%	92%	92%		
STEVENS						
Pioneer Manor	100%	100%	88%	94%		15
SUMNER						
Golden Livingcenter - Wellington	75%	75%	75%	89%		16

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Respect for patient preferences

- Family member treated with courtesy/ respect by staff
- Staff listened carefully to family member
- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
- Staff help the resident with grooming
- Management responsive to suggestions and concerns
- Privacy

Supportive services

- Clothes are damaged or lost
- Taste of food
- Variety of food
- Dining experience is enjoyable
- Dining staff courtesy/respect
- Facility makes it easy to practice religion

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

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Top2 Box scores by quality dimensions and global satisfaction plus response rate

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions and items, whether "Always/Usually", Yes, definitely/Yes, mostly", "Definitely yes/Probably yes" (Recommend to friends/family), or Overall rating of 9-10 (on 0-10 scale).

* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Autonomy	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	50%	89%	82%	84%	89%	89%	4,825
SUMNER							
Medicalodges Oxford - Formerly Riverview Manor *	100%	100%	67%	92%	81%	96%	
Spring View Manor	90%	90%	69%	88%	81%	89%	10
Villa Maria	96%	96%	59%	72%	78%	88%	26
Wellington Health and Rehab	100%	100%	56%	82%	81%	81%	
THOMAS							
Colby Health & Rehab	88%	88%	96%	95%	98%	92%	
Prairie Senior Living Complex	100%	100%	91%	100%	98%	100%	18
TREGO							
Trego Co-Lemke Mem Hospital LTCU	100%	100%	100%	100%	100%	100%	
Trego Manor	92%	92%	58%	68%	67%	83%	13
WABAUNSEE							
Alma Manor *	89%	89%	72%	97%	89%	74%	
Golden Livingcenter - Eskridge ***	***	***	***	***	***	***	***
WALLACE							
Wallace County Community Care Center Inc	100%	100%	91%	91%	91%	97%	11
WASHINGTON							
Linn Community Nursing Center	100%	100%	68%	99%	100%	100%	22
The Centennial Homestead *	100%	100%	75%	100%	100%	100%	8
WILSON							
Golden Livingcenter - Fredonia ***	***	***	***	***	***	***	***
Golden Livingcenter - Neodesha	86%	86%	57%	86%	89%	88%	16
WOODSON							
Yates Center Health & Rehab	64%	64%	67%	88%	85%	90%	13
WYANDOTTE							
Bonner Springs Nursing & Rehab Center	92%	92%	72%	89%	92%	98%	
Golden Livingcenter - Edwardsville **	67%	67%	46%	66%	65%	85%	
Golden Livingcenter - Kaw River ***	***	***	***	***	***	***	
Golden Livingcenter - Parkway *	100%	100%	46%	53%	58%	67%	
Kansas City Presbyterian Manor ***	***	***	***	***	***	***	
Life Care Center of Kansas City	50%	50%	49%	32%	41%	59%	
Medicalodges Kansas City	92%	92%	68%	69%	70%	76%	
Medicalodges Post Acute Care Center	91%	91%	57%	85%	86%	89%	

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Autonomy

- Staff enables residents to use talents
- Staff offers opportunity to learn
- Staff offers opportunity to help others
- Staff enable residents to follow own daily routine

Coordination of care

- Staff consistency
- Staff communication
- Staff informed re: all care/treatment
- Staff aware of important health needs

Emotional support

- Staff confidence/trust in
- Ease of finding someone to talk to

Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions
- Facility makes it easy to be with resident

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

KDADS is seeking to improve the experience of Kansans while living in a nursing home. To this end, KDADS contracted with National Research Corporation to gather information about satisfaction levels directly from Kansas nursing home residents. This is the third in a series of annual surveys. Every Kansas nursing home participating in Medicaid and/or in Medicare was offered the opportunity to participate in the survey. The surveys were conducted by independent third party interviewers March-May 2016. These qualified and trained interviewers met with the residents in person in a private setting. Interviews were analyzed to ensure that a consistent interview scheme was followed. The results displayed in the report below will assist consumers with information about the satisfaction level of residents living in the facility based on their responses to the survey.

Top2 Box scores by quality dimensions and global satisfaction plus response rate

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions and items, whether "Always/Usually", Yes, definitely/Yes, mostly", "Definitely yes/Probably yes" (Recommend to friends/family), or Overall rating of 9-10 (on 0-10 scale).

* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Info & education	Patient safety	Physical comfort	Relationships	n-size
State average for Kansas facilities	50%	89%	80%	86%	76%	89%	4,825
SUMNER							
Medicalodges Oxford - Formerly Riverview Manor *	100%	100%	89%	83%	88%	81%	
Spring View Manor	90%	90%	83%	85%	92%	74%	10
Villa Maria	96%	96%	75%	65%	78%	65%	26
Wellington Health and Rehab	100%	100%	81%	88%	90%	77%	
THOMAS							
Colby Health & Rehab	88%	88%	88%	94%	97%	85%	
Prairie Senior Living Complex	100%	100%	97%	92%	97%	100%	18
TREGO							
Trego Co-Lemke Mem Hospital LTCU	100%	100%	100%	100%	99%	100%	
Trego Manor	92%	92%	77%	67%	81%	64%	13
WABAUNSEE							
Alma Manor *	89%	89%	72%	100%	94%	93%	
Golden Livingcenter - Eskridge ***	***	***	***	***	***	***	***
WALLACE							
Wallace County Community Care Center Inc	100%	100%	95%	82%	92%	88%	11
WASHINGTON							
Linn Community Nursing Center	100%	100%	98%	93%	97%	85%	22
The Centennial Homestead *	100%	100%	100%	94%	100%	83%	8
WILSON							
Golden Livingcenter - Fredonia ***	***	***	***	***	***	***	***
Golden Livingcenter - Neodesha	86%	86%	92%	89%	91%	64%	16
WOODSON							
Yates Center Health & Rehab	64%	64%	92%	79%	93%	71%	13
WYANDOTTE							
Bonner Springs Nursing & Rehab Center	92%	92%	88%	76%	86%	82%	
Golden Livingcenter - Edwardsville **	67%	67%	67%	74%	76%	60%	
Golden Livingcenter - Kaw River ***	***	***	***	***	***	***	
Golden Livingcenter - Parkway *	100%	100%	71%	50%	65%	46%	
Kansas City Presbyterian Manor ***	***	***	***	***	***	***	
Life Care Center of Kansas City	50%	50%	41%	50%	57%	47%	
Medicalodges Kansas City	92%	92%	77%	77%	85%	62%	
Medicalodges Post Acute Care Center	91%	91%	83%	75%	93%	73%	

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Patient safety

- Got help as soon as wanted
- Made it easy to move around safely

Physical comfort

- Help going to bathroom as soon as wanted
- Need pain meds
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Common areas kept clean during stay
- Quiet around room at night
- Belongings safe from being damaged/lost/stolen

Information & education

- Staff explained things understandably to family
- Staff explained things understandably to resident
- Get enough info about condition/ treatment

Relationships

- Staff know about residents
- Staff take time to interact with residents
- Staff make residents feel included

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

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Top2 Box scores by quality dimensions and global satisfaction plus response rate

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions and items, whether "Always/Usually", Yes, definitely/Yes, mostly", "Definitely yes/Probably yes" (Recommend to friends/family), or Overall rating of 9-10 (on 0-10 scale).

* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Respect for patient preferences	Supportive services			n-size
State average for Kansas facilities							
SUMNER							
Medicalodges Oxford - Formerly Riverview Manor *	100%	100%	85%	87%			
Spring View Manor	90%	90%	91%	88%			10
Villa Maria	96%	96%	82%	80%			26
Wellington Health and Rehab	100%	100%	83%	91%			
THOMAS							
Colby Health & Rehab	88%	88%	91%	92%			
Prairie Senior Living Complex	100%	100%	96%	88%			18
TREGO							
Trego Co-Lemke Mem Hospital LTCU	100%	100%	93%	93%			
Trego Manor	92%	92%	66%	83%			13
WABAUNSEE							
Alma Manor *	89%	89%	81%	93%			
Golden Livingcenter - Eskridge ***	***	***	***	***			***
WALLACE							
Wallace County Community Care Center Inc	100%	100%	91%	89%			11
WASHINGTON							
Linn Community Nursing Center	100%	100%	97%	92%			22
The Centennial Homestead *	100%	100%	94%	98%			8
WILSON							
Golden Livingcenter - Fredonia ***	***	***	***	***			***
Golden Livingcenter - Neodesha	86%	86%	87%	88%			16
WOODSON							
Yates Center Health & Rehab	64%	64%	78%	86%			13
WYANDOTTE							
Bonner Springs Nursing & Rehab Center	92%	92%	84%	87%			
Golden Livingcenter - Edwardsville **	67%	67%	72%	76%			
Golden Livingcenter - Kaw River ***	***	***	***	***			
Golden Livingcenter - Parkway *	100%	100%	61%	71%			
Kansas City Presbyterian Manor ***	***	***	***	***			
Life Care Center of Kansas City	50%	50%	47%	53%			
Medicalodges Kansas City	92%	92%	75%	71%			
Medicalodges Post Acute Care Center	91%	91%	83%	79%			

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Respect for patient preferences

- Family member treated with courtesy/ respect by staff
- Staff listened carefully to family member
- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
- Staff help the resident with grooming
- Management responsive to suggestions and concerns
- Privacy

Supportive services

- Clothes are damaged or lost
- Taste of food
- Variety of food
- Dining experience is enjoyable
- Dining staff courtesy/respect
- Facility makes it easy to practice religion

2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

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Top2 Box scores by quality dimensions and global satisfaction plus response rate

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions and items, whether "**Always/Usually**", **Yes, definitely/Yes, mostly**", "**Definitely yes/Probably yes**" (Recommend to friends/family), or Overall rating of 9-10 (on 0-10 scale).

* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Autonomy	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	50%	89%	82%	84%	89%	89%	4,825
WYANDOTTE							
Providence Place *	67%	67%	73%	69%	75%	75%	

OVERALL MEASURES

Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?

Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Autonomy

- Staff enables residents to use talents
- Staff offers opportunity to learn
- Staff offers opportunity to help others
- Staff enable residents to follow own daily routine

Coordination of care

- Staff consistency
- Staff communication
- Staff informed re: all care/treatment
- Staff aware of important health needs

Emotional support

- Staff confidence/trust in
- Ease of finding someone to talk to

Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions
- Facility makes it easy to be with resident



2016 Resident Satisfaction Ratings for Kansas Nursing Facilities

KDADS is seeking to improve the experience of Kansans while living in a nursing home. To this end, KDADS contracted with National Research Corporation to gather information about satisfaction levels directly from Kansas nursing home residents. This is the third in a series of annual surveys. Every Kansas nursing home participating in Medicaid and/or in Medicare was offered the opportunity to participate in the survey. The surveys were conducted by independent third party interviewers March-May 2016. These qualified and trained interviewers met with the residents in person in a private setting. Interviews were analyzed to ensure that a consistent interview scheme was followed. The results displayed in the report below will assist consumers with information about the satisfaction level of residents living in the facility based on their responses to the survey.

Top2 Box scores by quality dimensions and global satisfaction plus response rate

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions and items, whether "Always/Usually", Yes, definitely/Yes, mostly", "Definitely yes/Probably yes" (Recommend to friends/family), or Overall rating of 9-10 (on 0-10 scale).

* - Indicates a facility with fewer than 10 responses; ** - Indicates a mental health only home; *** - Indicates a facility that did not participate.
"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Info & education	Patient safety	Physical comfort	Relationships	n-size
State average for Kansas facilities	50%	89%	80%	86%	76%	89%	4,825
WYANDOTTE							
Providence Place *	67%	67%	75%	75%	89%	42%	

OVERALL MEASURES
Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?
Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

Patient safety
-Got help as soon as wanted
-Made it easy to move around safely

Physical comfort
-Help going to bathroom as soon as wanted
-Need pain meds
-Pain well controlled
-Staff do everything to help resident's pain
-Room kept clean during stay
-Common areas kept clean during stay
-Quiet around room at night
-Belongings safe from being damaged/lost/stolen

Information & education
-Staff explained things understandably to family
-Staff explained things understandably to resident
-Get enough info about condition/ treatment

Relationships
-Staff know about residents
-Staff take time to interact with residents
-Staff make residents feel included

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Facility name	Overall rating	Recommend to friends/family	Respect for patient preferences	Supportive services			n-size
State average for Kansas facilities	50%	89%	85%				4,825
WYANDOTTE							
Providence Place *	67%	67%	73%	65%			

OVERALL MEASURES
Overall rating: Using any number from 0 to 10 (0 = worst, 10 = best), what number would you use to rate this as a place to live?
Recommend to friends/family: Would you recommend this as a place to live to your friends and family?

- Respect for patient preferences**
- Family member treated with courtesy/ respect by staff
 - Staff listened carefully to family member
 - Resident treated w/courtesy/respect by staff
 - Staff listened carefully to resident
 - Resident input in care
 - Staff help the resident with grooming
 - Management responsive to suggestions and concerns
 - Privacy

- Supportive services**
- Clothes are damaged or lost
 - Taste of food
 - Variety of food
 - Dining experience is enjoyable
 - Dining staff courtesy/respect
 - Facility makes it easy to practice religion

