

## 2018 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 NRC Health to gather information about satisfaction levels directly from Kansas nursing home residents. This is the fifth 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 2018. 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	Coord. of care	Emotional support	Involvement of family & friends	Info & education	n-size
<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>83%</b>	<b>81%</b>	<b>84%</b>	<b>79%</b>	<b>4,335</b>
<b>ALLEN</b>							
MORAN MANOR	63%	68%	66%	72%	62%	63%	19
WINDSOR PLACE AT IOLA LLC ***	***	***	***	***	***	***	***
<b>ANDERSON</b>							
ANDERSON COUNTY HOSPITAL LTCU	69%	100%	100%	100%	100%	100%	16
PARKVIEW HEIGHTS	78%	100%	93%	90%	97%	97%	18
<b>ATCHISON</b>							
ATCHISON SENIOR VILLAGE ***	***	***	***	***	***	***	***
DOOLEY CENTER	87%	97%	94%	94%	52%	92%	31
MEDICALODGES ATCHISON	54%	50%	65%	83%	77%	53%	15
<b>BARBER</b>							
KIOWA DISTRICT MANOR ***	***	***	***	***	***	***	***
<b>BARTON</b>							
CHERRY VILLAGE ***	***	***	***	***	***	***	***
GREAT BEND HEALTH & REHAB CENTER ***	***	***	***	***	***	***	***
WOODHAVEN CARE CENTER	47%	94%	86%	86%	89%	97%	18
<b>BOURBON</b>							
FORT SCOTT MANOR ***	***	***	***	***	***	***	***
MEDICALODGES FORT SCOTT *	63%	100%	88%	82%	94%	69%	8
<b>BROWN</b>							
MAPLE HEIGHTS NURSING & REHAB CENTER	69%	100%	85%	77%	91%	80%	13
MISSION VILLAGE LIVING CENTER	54%	69%	57%	54%	67%	58%	13
<b>BUTLER</b>							
EL DORADO CARE & REHAB CENTER, LLC	48%	91%	90%	91%	88%	81%	25
FOUNTAINVIEW NURSING & REHAB CENTER	42%	67%	58%	69%	79%	58%	12
LAKEPOINT NRS & REHAB CENTER OF EL DORADO ***	***	***	***	***	***	***	***
LAKEPOINT NURSING CENTER ***	***	***	***	***	***	***	***
LIFE CARE CENTER OF ANDOVER ***	***	***	***	***	***	***	***
MEDICALODGES DOUGLASS	13%	75%	75%	69%	56%	64%	11
VICTORIA FALLS	35%	81%	53%	61%	75%	61%	27
WHEAT STATE MANOR	80%	90%	81%	78%	85%	86%	11
<b>CHASE</b>							
CHASE COUNTY CARE & REHAB CENTER	50%	89%	86%	90%	83%	93%	11

#### 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?

#### Coordination of care

- 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
- Felt that staff really cared

#### Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions

#### Information & education

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

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<b>ALLEN</b>							
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WINDSOR PLACE AT IOLA LLC ***	***	***	***	***	***	***	***
<b>ANDERSON</b>							
ANDERSON COUNTY HOSPITAL LTCU	69%	100%	73%	93%	88%	98%	16
PARKVIEW HEIGHTS	78%	100%	88%	93%	94%	99%	18
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ATCHISON SENIOR VILLAGE ***	***	***	***	***	***	***	***
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MEDICALODGES ATCHISON	54%	50%	71%	84%	60%	75%	15
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KIOWA DISTRICT MANOR ***	***	***	***	***	***	***	***
<b>BARTON</b>							
CHERRY VILLAGE ***	***	***	***	***	***	***	***
GREAT BEND HEALTH & REHAB CENTER ***	***	***	***	***	***	***	***
WOODHAVEN CARE CENTER	47%	94%	81%	91%	80%	82%	18
<b>BOURBON</b>							
FORT SCOTT MANOR ***	***	***	***	***	***	***	***
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LAKEPOINT NURSING CENTER ***	***	***	***	***	***	***	***
LIFE CARE CENTER OF ANDOVER ***	***	***	***	***	***	***	***
MEDICALODGES DOUGLASS	13%	75%	83%	73%	63%	75%	11
VICTORIA FALLS	35%	81%	65%	74%	56%	67%	27
WHEAT STATE MANOR	80%	90%	78%	96%	82%	82%	11
<b>CHASE</b>							
CHASE COUNTY CARE & REHAB CENTER	50%	89%	90%	71%	75%	87%	11

#### 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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#### Patient safety

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#### Physical comfort

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#### Relationships

- Staff know about residents
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#### Respect for patient preferences

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- Resident input in care
- Management responsive to suggestions and concerns
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<b>BOURBON</b>							
FORT SCOTT MANOR ***	***	***	***				***
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- Variety of food
- Dining experience is enjoyable
- Facility makes it easy to practice religion

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<b>CHAUTAUQUA</b>							
PLEASANT VALLEY MANOR	39%	82%	93%	87%	88%	82%	28
<b>CHEROKEE</b>							
GALENA NURSING & REHAB CENTER	70%	93%	91%	90%	100%	87%	27
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QUAKER HILL MANOR	43%	100%	93%	86%	100%	85%	14
<b>CHEYENNE</b>							
GOOD SAMARITAN SOCIETY - CHEYENNE COUNTY	41%	100%	82%	90%	81%	91%	17
<b>CLARK</b>							
MINNEOLA DISTRICT HOSPITAL LTCU *	78%	89%	94%	92%	100%	88%	9
<b>CLAY</b>							
CLAY CENTER PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
MEDICALODGES CLAY CENTER	44%	73%	65%	66%	73%	61%	11
WAKEFIELD CARE & REHABILITATION CENTER	29%	79%	78%	67%	59%	56%	18
<b>CLOUD</b>							
MOUNT JOSEPH SENIOR VILLAGE LLC	50%	83%	92%	80%	92%	79%	12
PARK VILLA ***	***	***	***	***	***	***	***
SUNSET HOME INC *	25%	88%	94%	79%	94%	81%	8
THE NICOL HOME *	44%	78%	72%	76%	94%	50%	9
<b>COFFEY</b>							
LIFE CARE CENTER OF BURLINGTON	63%	94%	90%	89%	93%	88%	35
<b>COMANCHE</b>							
PIONEER LODGE *	44%	100%	71%	64%	63%	55%	9
PROTECTION VALLEY MANOR	68%	85%	74%	68%	69%	69%	23
<b>COWLEY</b>							
ARKANSAS CITY PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
CUMBERNAULD VILLAGE ***	***	***	***	***	***	***	***
KANSAS VETERANS HOME	57%	93%	75%	76%	77%	73%	28
MEDICALODGES ARKANSAS CITY	53%	94%	82%	82%	71%	79%	17
WINFIELD REST HAVEN II LLC	63%	89%	65%	87%	84%	73%	20
WINFIELD SENIOR LIVING COMMUNITY	45%	95%	80%	77%	85%	65%	22
<b>CRAWFORD</b>							
ARMA HEALTH & REHABILITATION	30%	90%	90%	80%	80%	85%	10

#### 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?

#### Coordination of care

- Staff informed re: all care/treatment
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#### Emotional support

- Staff confidence/trust in
- Ease of finding someone to talk to
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#### Involvement of family & friends

- Family able to talk w/ staff
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#### Information & education

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<b>CHAUTAUQUA</b>							
PLEASANT VALLEY MANOR	39%	82%	80%	76%	89%	89%	28
<b>CHEROKEE</b>							
GALENA NURSING & REHAB CENTER	70%	93%	83%	89%	89%	90%	27
MEDICALODGES COLUMBUS	42%	89%	75%	85%	84%	94%	19
QUAKER HILL MANOR	43%	100%	71%	82%	86%	88%	14
<b>CHEYENNE</b>							
GOOD SAMARITAN SOCIETY - CHEYENNE COUNTY	41%	100%	76%	68%	91%	81%	17
<b>CLARK</b>							
MINNEOLA DISTRICT HOSPITAL LTCU *	78%	89%	88%	87%	100%	93%	9
<b>CLAY</b>							
CLAY CENTER PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
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<b>COFFEY</b>							
LIFE CARE CENTER OF BURLINGTON	63%	94%	78%	82%	80%	82%	35
<b>COMANCHE</b>							
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"n-size" refers to the number of survey respondents.

Facility name	Overall rating	Recommend to friends/family	Coord. of care	Emotional support	Involvement of family & friends	Info & education	n-size
<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>83%</b>	<b>81%</b>	<b>84%</b>	<b>79%</b>	<b>4,335</b>
<b>CRAWFORD</b>							
MEDICALODGES FRONTENAC	63%	83%	87%	87%	89%	82%	19
MEDICALODGES GIRARD	80%	87%	83%	86%	86%	73%	15
MEDICALODGES PITTSBURG	75%	94%	91%	89%	100%	90%	16
PITTSBURG CARE & REHABILITATION CENTER	50%	76%	82%	82%	98%	88%	25
VIA CHRISTI VILLAGE PITTSBURG, INC. ***	***	***	***	***	***	***	***
<b>DECATUR</b>							
GOOD SAMARITAN SOCIETY - DECATUR COUNTY	57%	95%	95%	95%	81%	86%	21
<b>DICKINSON</b>							
CHAPMAN VALLEY MANOR ***	***	***	***	***	***	***	***
ENTERPRISE ESTATES NURSING CENTER *	50%	100%	100%	92%	100%	100%	4
LEGACY ON HERINGTON	46%	88%	92%	77%	100%	89%	16
MEMORIAL HOSPITAL LTCU (VILLAGE MANOR)	67%	95%	97%	88%	93%	94%	31
<b>DONIPHAN</b>							
HIGHLAND HEALTHCARE & REHAB CENTER ***	***	***	***	***	***	***	***
WATHENA HEALTHCARE AND REHAB CENTER ***	***	***	***	***	***	***	***
<b>DOUGLAS</b>							
BALDWIN HEALTHCARE & REHAB CENTER, LLC ***	***	***	***	***	***	***	***
BRANDON WOODS AT ALVAMAR	54%	100%	79%	78%	96%	82%	30
LAWRENCE MEMORIAL HOSPITAL SNF ***	***	***	***	***	***	***	***
LAWRENCE PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
MEDICALODGES EUDORA	56%	97%	81%	92%	100%	89%	31
PIONEER RIDGE RETIREMENT COMMUNITY	56%	100%	94%	92%	100%	95%	10
<b>EDWARDS</b>							
MEDICALODGES KINSLEY	55%	82%	66%	76%	91%	59%	11
<b>ELLIS</b>							
GOOD SAMARITAN SOCIETY - ELLIS ***	***	***	***	***	***	***	***
GOOD SAMARITAN SOCIETY - HAYS	29%	79%	82%	66%	93%	57%	15
VIA CHRISTI VILLAGE HAYS	50%	96%	73%	74%	82%	75%	46
<b>ELLSWORTH</b>							
GOOD SAMARITAN SOCIETY - ELLSWORTH VILLAGE	57%	100%	93%	97%	100%	95%	22
WILSON HEALTH & REHABILITATION	36%	91%	82%	82%	100%	82%	11

#### 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?

#### Coordination of care

- 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
- Felt that staff really cared

#### Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions

#### Information & education

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

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Facility name	Overall rating	Recommend to friends/family	Patient safety	Physical comfort	Relationships	Respect for patient preferences	n-size
<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>78%</b>	<b>81%</b>	<b>78%</b>	<b>82%</b>	<b>4,335</b>
<b>CRAWFORD</b>							
MEDICALODGES FRONTENAC	63%	83%	82%	85%	87%	88%	19
MEDICALODGES GIRARD	80%	87%	90%	81%	80%	88%	15
MEDICALODGES PITTSBURG	75%	94%	87%	92%	88%	91%	16
PITTSBURG CARE & REHABILITATION CENTER	50%	76%	86%	68%	82%	85%	25
VIA CHRISTI VILLAGE PITTSBURG, INC. ***	***	***	***	***	***	***	***
<b>DECATUR</b>							
GOOD SAMARITAN SOCIETY - DECATUR COUNTY	57%	95%	88%	94%	83%	91%	21
<b>DICKINSON</b>							
CHAPMAN VALLEY MANOR ***	***	***	***	***	***	***	***
ENTERPRISE ESTATES NURSING CENTER *	50%	100%	100%	83%	100%	95%	4
LEGACY ON HERINGTON	46%	88%	75%	75%	75%	86%	16
MEMORIAL HOSPITAL LTCU (VILLAGE MANOR)	67%	95%	76%	86%	80%	88%	31
<b>DONIPHAN</b>							
HIGHLAND HEALTHCARE & REHAB CENTER ***	***	***	***	***	***	***	***
WATHENA HEALTHCARE AND REHAB CENTER ***	***	***	***	***	***	***	***
<b>DOUGLAS</b>							
BALDWIN HEALTHCARE & REHAB CENTER, LLC ***	***	***	***	***	***	***	***
BRANDON WOODS AT ALVAMAR	54%	100%	80%	78%	82%	79%	30
LAWRENCE MEMORIAL HOSPITAL SNF ***	***	***	***	***	***	***	***
LAWRENCE PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
MEDICALODGES EUDORA	56%	97%	82%	82%	75%	85%	31
PIONEER RIDGE RETIREMENT COMMUNITY	56%	100%	64%	80%	89%	89%	10
<b>EDWARDS</b>							
MEDICALODGES KINSLEY	55%	82%	83%	94%	86%	78%	11
<b>ELLIS</b>							
GOOD SAMARITAN SOCIETY - ELLIS ***	***	***	***	***	***	***	***
GOOD SAMARITAN SOCIETY - HAYS	29%	79%	57%	70%	61%	63%	15
VIA CHRISTI VILLAGE HAYS	50%	96%	76%	81%	69%	80%	46
<b>ELLSWORTH</b>							
GOOD SAMARITAN SOCIETY - ELLSWORTH VILLAGE	57%	100%	76%	85%	90%	96%	22
WILSON HEALTH & REHABILITATION	36%	91%	82%	82%	91%	89%	11

#### 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
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Quiet around room at night

#### Relationships

- Staff know about residents
- Staff take time to interact with residents

#### Respect for patient preferences

- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
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- Management responsive to suggestions and concerns
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Facility name	Overall rating	Recommend to friends/family	Supportive services				n-size
<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>82%</b>				<b>4,335</b>
<b>CRAWFORD</b>							
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PITTSBURG CARE & REHABILITATION CENTER	50%	76%	86%				25
VIA CHRISTI VILLAGE PITTSBURG, INC. ***	***	***	***				***
<b>DECATUR</b>							
GOOD SAMARITAN SOCIETY - DECATUR COUNTY	57%	95%	82%				21
<b>DICKINSON</b>							
CHAPMAN VALLEY MANOR ***	***	***	***				***
ENTERPRISE ESTATES NURSING CENTER *	50%	100%	83%				4
LEGACY ON HERINGTON	46%	88%	90%				16
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<b>DONIPHAN</b>							
HIGHLAND HEALTHCARE & REHAB CENTER ***	***	***	***				***
WATHENA HEALTHCARE AND REHAB CENTER ***	***	***	***				***
<b>DOUGLAS</b>							
BALDWIN HEALTHCARE & REHAB CENTER, LLC ***	***	***	***				***
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LAWRENCE MEMORIAL HOSPITAL SNF ***	***	***	***				***
LAWRENCE PRESBYTERIAN MANOR ***	***	***	***				***
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<b>EDWARDS</b>							
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<b>ELLIS</b>							
GOOD SAMARITAN SOCIETY - ELLIS ***	***	***	***				***
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GOOD SAMARITAN SOCIETY - ELLSWORTH VILLAGE	57%	100%	95%				22
WILSON HEALTH & REHABILITATION	36%	91%	100%				11

#### 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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#### Supportive services

- Variety of food
- Dining experience is enjoyable
- Facility makes it easy to practice religion

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<b>FINNEY</b>							
GARDEN VALLEY RETIREMENT VILLAGE ***	***	***	***	***	***	***	***
HOMESTEAD HEALTH & REHAB	75%	100%	76%	63%	71%	78%	10
<b>FORD</b>							
GOOD SAMARITAN SOCIETY - DODGE CITY ***	***	***	***	***	***	***	***
HILL TOP HOUSE *	71%	83%	100%	95%	80%	93%	7
KANSAS SOLDIERS HOME	30%	75%	81%	80%	79%	73%	27
MANOR OF THE PLAINS ***	***	***	***	***	***	***	***
TRINITY MANOR	67%	83%	75%	68%	84%	62%	15
<b>FRANKLIN</b>							
OTTAWA RETIREMENT VILLAGE	43%	95%	89%	90%	95%	88%	23
RICHMOND HEALTHCARE & REHAB CENTER	63%	87%	78%	79%	91%	84%	26
WELLSVILLE RETIREMENT COMMUNITY	73%	100%	91%	87%	98%	93%	23
<b>GEARY</b>							
VALLEY VIEW SENIOR LIFE	38%	100%	85%	92%	95%	89%	14
<b>GOVE</b>							
GOVE COUNTY MEDICAL CENTER LTCU	50%	88%	90%	92%	100%	88%	16
<b>GRAHAM</b>							
DAWSON PLACE	57%	86%	88%	89%	100%	86%	14
<b>GRANT</b>							
THE LEGACY AT PARK VIEW ***	***	***	***	***	***	***	***
<b>GRAY</b>							
BETHEL HOME, INC.	94%	100%	84%	90%	88%	82%	18
THE SHEPHERD'S CENTER	83%	92%	83%	79%	92%	79%	13
<b>GREELEY</b>							
GREELEY COUNTY HOSPITAL LTCU	68%	100%	97%	93%	100%	95%	19
<b>GREENWOOD</b>							
EUREKA NURSING CENTER	88%	100%	94%	98%	100%	94%	17
<b>HARPER</b>							
ANTHONY COMMUNITY CARE CENTER	36%	82%	89%	87%	89%	85%	11
ATTICA LONG TERM CARE	62%	92%	96%	91%	75%	83%	13
<b>HARVEY</b>							
ASBURY PARK	59%	87%	81%	75%	90%	76%	48

#### 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?

#### Coordination of care

-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  
-Felt that staff really cared

#### Involvement of family & friends

-Family able to talk w/ staff  
-Family inclusion in discussions

#### Information & education

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

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<b>FINNEY</b>							
GARDEN VALLEY RETIREMENT VILLAGE ***	***	***	***	***	***	***	***
HOMESTEAD HEALTH & REHAB	75%	100%	69%	81%	78%	84%	10
<b>FORD</b>							
GOOD SAMARITAN SOCIETY - DODGE CITY ***	***	***	***	***	***	***	***
HILL TOP HOUSE *	71%	83%	92%	77%	100%	91%	7
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MANOR OF THE PLAINS ***	***	***	***	***	***	***	***
TRINITY MANOR	67%	83%	72%	77%	80%	73%	15
<b>FRANKLIN</b>							
OTTAWA RETIREMENT VILLAGE	43%	95%	63%	79%	91%	94%	23
RICHMOND HEALTHCARE & REHAB CENTER	63%	87%	82%	82%	85%	83%	26
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GOVE COUNTY MEDICAL CENTER LTCU	50%	88%	91%	87%	91%	90%	16
<b>GRAHAM</b>							
DAWSON PLACE	57%	86%	89%	83%	82%	84%	14
<b>GRANT</b>							
THE LEGACY AT PARK VIEW ***	***	***	***	***	***	***	***
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BETHEL HOME, INC.	94%	100%	82%	79%	97%	92%	18
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<b>HARVEY</b>							
ASBURY PARK	59%	87%	72%	79%	72%	78%	48

#### 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

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- Room kept clean during stay
- Quiet around room at night

#### Relationships

- Staff know about residents
- Staff take time to interact with residents

#### Respect for patient preferences

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- Management responsive to suggestions and concerns
- Privacy

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<b>FINNEY</b>						
GARDEN VALLEY RETIREMENT VILLAGE ***	***	***	***			***
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<b>FORD</b>						
GOOD SAMARITAN SOCIETY - DODGE CITY ***	***	***	***			***
HILL TOP HOUSE *	71%	83%	95%			7
KANSAS SOLDIERS HOME	30%	75%	78%			27
MANOR OF THE PLAINS ***	***	***	***			***
TRINITY MANOR	67%	83%	67%			15
<b>FRANKLIN</b>						
OTTAWA RETIREMENT VILLAGE	43%	95%	78%			23
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<b>GRANT</b>						
THE LEGACY AT PARK VIEW ***	***	***	***			***
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**Recommend to friends/family:** Would you recommend this as a place to live to your friends and family?

#### Supportive services

- Variety of food
- Dining experience is enjoyable
- Facility makes it easy to practice religion

## 2018 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	Coord. of care	Emotional support	Involvement of family & friends	Info & education	n-size
<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>83%</b>	<b>81%</b>	<b>84%</b>	<b>79%</b>	<b>4,335</b>
<b>HARVEY</b>							
BETHEL HEALTH CARE CENTER	53%	89%	94%	94%	76%	89%	20
DIVERSICARE OF SEDGWICK	17%	77%	63%	73%	68%	66%	24
HALSTEAD HEALTH AND REHABILITATION CENTER	50%	73%	76%	67%	73%	67%	11
KANSAS CHRISTIAN HOME	36%	85%	63%	71%	67%	59%	14
NEWTON PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
SCHOWALTER VILLA ***	***	***	***	***	***	***	***
<b>HODGEMAN</b>							
HODGEMAN COUNTY HEALTH CENTER LTCU	86%	100%	85%	84%	100%	88%	10
<b>JACKSON</b>							
MEDICALODGES JACKSON COUNTY	44%	83%	82%	89%	70%	74%	26
<b>JEFFERSON</b>							
F W HUSTON MEDICAL CENTER ***	***	***	***	***	***	***	***
HICKORY POINTE CARE & REHAB CENTER	64%	73%	82%	76%	47%	59%	11
VALLEY HEALTH CARE CENTER ***	***	***	***	***	***	***	***
VILLAGE VILLA	44%	85%	73%	65%	55%	69%	20
<b>JOHNSON</b>							
ABERDEEN VILLAGE ***	***	***	***	***	***	***	***
ADVANCED HEALTH CARE OF OVERLAND PARK ***	***	***	***	***	***	***	***
AZRIA HEALTH AT OLATHE ***	***	***	***	***	***	***	***
BRIGHTON GARDENS OF PRAIRIE VILLAGE	52%	100%	93%	82%	83%	88%	21
BROOKDALE OVERLAND PARK ***	***	***	***	***	***	***	***
CLARIDGE COURT ***	***	***	***	***	***	***	***
COVENANT PLACE OF LENEXA, INC. ***	***	***	***	***	***	***	***
DELMAR GARDENS OF LENEXA ***	***	***	***	***	***	***	***
DELMAR GARDENS OF OVERLAND PARK	42%	95%	82%	78%	74%	74%	38
EVERGREEN COMMUNITY OF JOHNSON COUNTY	65%	97%	94%	91%	100%	94%	34
GARDEN TERRACE AT OVERLAND PARK	31%	86%	74%	64%	86%	76%	18
GOOD SAMARITAN SOCIETY - OLATHE	50%	96%	89%	86%	86%	88%	51
HILLSIDE VILLAGE OF DESOTO ***	***	***	***	***	***	***	***
HOEGER HOUSE ***	***	***	***	***	***	***	***
INDIAN CREEK HEALTHCARE 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?

#### Coordination of care

- 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
- Felt that staff really cared

#### Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions

#### Information & education

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

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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).

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Facility name	Overall rating	Recommend to friends/family	Patient safety	Physical comfort	Relationships	Respect for patient preferences	n-size
<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>78%</b>	<b>81%</b>	<b>78%</b>	<b>82%</b>	<b>4,335</b>
<b>HARVEY</b>							
BETHEL HEALTH CARE CENTER	53%	89%	95%	86%	83%	93%	20
DIVERSICARE OF SEDGWICK	17%	77%	57%	54%	71%	68%	24
HALSTEAD HEALTH AND REHABILITATION CENTER	50%	73%	75%	72%	64%	78%	11
KANSAS CHRISTIAN HOME	36%	85%	68%	78%	75%	75%	14
NEWTON PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
SCHOWALTER VILLA ***	***	***	***	***	***	***	***
<b>HODGEMAN</b>							
HODGEMAN COUNTY HEALTH CENTER LTCU	86%	100%	94%	90%	94%	95%	10
<b>JACKSON</b>							
MEDICALODGES JACKSON COUNTY	44%	83%	78%	88%	72%	85%	26
<b>JEFFERSON</b>							
F W HUSTON MEDICAL CENTER ***	***	***	***	***	***	***	***
HICKORY POINTE CARE & REHAB CENTER	64%	73%	73%	58%	52%	72%	11
VALLEY HEALTH CARE CENTER ***	***	***	***	***	***	***	***
VILLAGE VILLA	44%	85%	68%	73%	65%	68%	20
<b>JOHNSON</b>							
ABERDEEN VILLAGE ***	***	***	***	***	***	***	***
ADVANCED HEALTH CARE OF OVERLAND PARK ***	***	***	***	***	***	***	***
AZRIA HEALTH AT OLATHE ***	***	***	***	***	***	***	***
BRIGHTON GARDENS OF PRAIRIE VILLAGE	52%	100%	82%	76%	93%	87%	21
BROOKDALE OVERLAND PARK ***	***	***	***	***	***	***	***
CLARIDGE COURT ***	***	***	***	***	***	***	***
COVENANT PLACE OF LENEXA, INC. ***	***	***	***	***	***	***	***
DELMAR GARDENS OF LENEXA ***	***	***	***	***	***	***	***
DELMAR GARDENS OF OVERLAND PARK	42%	95%	64%	73%	84%	77%	38
EVERGREEN COMMUNITY OF JOHNSON COUNTY	65%	97%	81%	89%	75%	91%	34
GARDEN TERRACE AT OVERLAND PARK	31%	86%	85%	80%	59%	71%	18
GOOD SAMARITAN SOCIETY - OLATHE	50%	96%	73%	83%	80%	86%	51
HILLSIDE VILLAGE OF DESOTO ***	***	***	***	***	***	***	***
HOEGER HOUSE ***	***	***	***	***	***	***	***
INDIAN CREEK HEALTHCARE 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
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Quiet around room at night

#### Relationships

- Staff know about residents
- Staff take time to interact with residents

#### Respect for patient preferences

- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
- Management responsive to suggestions and concerns
- Privacy

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

Facility name	Overall rating	Recommend to friends/family	Supportive services				n-size
<b>State average for Kansas facilities</b>							
<b>HARVEY</b>							
BETHEL HEALTH CARE CENTER	53%	89%	82%				20
DIVERSICARE OF SEDGWICK	17%	77%	66%				24
HALSTEAD HEALTH AND REHABILITATION CENTER	50%	73%	79%				11
KANSAS CHRISTIAN HOME	36%	85%	69%				14
NEWTON PRESBYTERIAN MANOR ***	***	***	***				***
SCHOWALTER VILLA ***	***	***	***				***
<b>HODGEMAN</b>							
HODGEMAN COUNTY HEALTH CENTER LTCU	86%	100%	65%				10
<b>JACKSON</b>							
MEDICALODGES JACKSON COUNTY	44%	83%	77%				26
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F W HUSTON MEDICAL CENTER ***	***	***	***				***
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<b>JOHNSON</b>							
ABERDEEN VILLAGE ***	***	***	***				***
ADVANCED HEALTH CARE OF OVERLAND PARK ***	***	***	***				***
AZRIA HEALTH AT OLATHE ***	***	***	***				***
BRIGHTON GARDENS OF PRAIRIE VILLAGE	52%	100%	84%				21
BROOKDALE OVERLAND PARK ***	***	***	***				***
CLARIDGE COURT ***	***	***	***				***
COVENANT PLACE OF LENEXA, INC. ***	***	***	***				***
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EVERGREEN COMMUNITY OF JOHNSON COUNTY	65%	97%	96%				34
GARDEN TERRACE AT OVERLAND PARK	31%	86%	72%				18
GOOD SAMARITAN SOCIETY - OLATHE	50%	96%	82%				51
HILLSIDE VILLAGE OF DESOTO ***	***	***	***				***
HOEGER HOUSE ***	***	***	***				***
INDIAN CREEK HEALTHCARE 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?

#### Supportive services

- Variety of food
- Dining experience is enjoyable
- Facility makes it easy to practice religion

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<b>JOHNSON</b>							
LAKEVIEW VILLAGE	47%	100%	86%	86%	93%	89%	47
LEISURE TERRACE ***	***	***	***	***	***	***	***
MEDICALODGES GARDNER	33%	93%	85%	68%	83%	76%	45
NOTTINGHAM HEALTH & REHABILITATION	47%	100%	86%	86%	100%	76%	19
OVERLAND PARK NURSING & REHAB CENTER INC	27%	80%	92%	71%	95%	88%	30
PINNACLE RIDGE NURSING & REHAB CENTER	38%	97%	89%	82%	66%	83%	30
PROMISE SKILLED NURSING OF OVERLAND PARK ***	***	***	***	***	***	***	***
SHARON LANE HEALTH SERVICES ***	***	***	***	***	***	***	***
SHAWNEE GARDENS HEALTHCARE & REHAB CTR ***	***	***	***	***	***	***	***
SPRING HILL CARE & REHABILITATION CENTER	44%	100%	94%	85%	93%	75%	18
STRATFORD COMMONS REHAB & HEALTH CARE CTR ***	***	***	***	***	***	***	***
TALLGRASS CREEK INC ***	***	***	***	***	***	***	***
THE FORUM AT OVERLAND PARK	18%	91%	100%	93%	100%	91%	11
THE HEALTHCARE RESORT OF LEAWOOD ***	***	***	***	***	***	***	***
THE HEALTHCARE RESORT OF OLATHE ***	***	***	***	***	***	***	***
THE HEALTHCARE RESORT OF SHAWNEE MISSION ***	***	***	***	***	***	***	***
THE PLAZA HEALTH SERVICES AT SANTA MARTA ***	***	***	***	***	***	***	***
TRINITY NURSING & REHAB CENTER	33%	83%	83%	65%	57%	61%	24
VILLA ST FRANCIS	44%	94%	90%	90%	87%	86%	36
VILLA ST JOSEPH ***	***	***	***	***	***	***	***
VILLAGE SHALOM SKILLED NURSING	56%	100%	100%	85%	100%	100%	10
<b>KEARNY</b>							
HIGH PLAINS RETIREMENT VILLAGE *	100%	100%	100%	83%	100%	54%	4
<b>KINGMAN</b>							
HILLTOP MANOR	52%	95%	90%	91%	89%	88%	21
THE WHEATLANDS HEALTH CARE CENTER ***	***	***	***	***	***	***	***
<b>KIOWA</b>							
HAVILAND CARE CENTER	29%	60%	57%	44%	52%	63%	17
<b>LABETTE</b>							
CHETOPA MANOR	62%	92%	88%	82%	85%	69%	13
ELMHAVEN EAST ***	***	***	***	***	***	***	***
GOOD SAMARITAN SOCIETY - PARSONS	68%	92%	94%	89%	96%	90%	25

#### 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?

#### Coordination of care

-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  
-Felt that staff really cared

#### Involvement of family & friends

-Family able to talk w/ staff  
-Family inclusion in discussions

#### Information & education

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

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Facility name	Overall rating	Recommend to friends/family	Patient safety	Physical comfort	Relationships	Respect for patient preferences	n-size
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<b>JOHNSON</b>							
LAKEVIEW VILLAGE	47%	100%	79%	87%	79%	79%	47
LEISURE TERRACE ***	***	***	***	***	***	***	***
MEDICALODGES GARDNER	33%	93%	63%	76%	67%	70%	45
NOTTINGHAM HEALTH & REHABILITATION	47%	100%	68%	76%	100%	91%	19
OVERLAND PARK NURSING & REHAB CENTER INC	27%	80%	75%	81%	42%	79%	30
PINNACLE RIDGE NURSING & REHAB CENTER	38%	97%	80%	72%	82%	80%	30
PROMISE SKILLED NURSING OF OVERLAND PARK ***	***	***	***	***	***	***	***
SHARON LANE HEALTH SERVICES ***	***	***	***	***	***	***	***
SHAWNEE GARDENS HEALTHCARE & REHAB CTR ***	***	***	***	***	***	***	***
SPRING HILL CARE & REHABILITATION CENTER	44%	100%	67%	83%	89%	82%	18
STRATFORD COMMONS REHAB & HEALTH CARE CTR ***	***	***	***	***	***	***	***
TALLGRASS CREEK INC ***	***	***	***	***	***	***	***
THE FORUM AT OVERLAND PARK	18%	91%	64%	71%	86%	91%	11
THE HEALTHCARE RESORT OF LEAWOOD ***	***	***	***	***	***	***	***
THE HEALTHCARE RESORT OF OLATHE ***	***	***	***	***	***	***	***
THE HEALTHCARE RESORT OF SHAWNEE MISSION ***	***	***	***	***	***	***	***
THE PLAZA HEALTH SERVICES AT SANTA MARTA ***	***	***	***	***	***	***	***
TRINITY NURSING & REHAB CENTER	33%	83%	63%	73%	71%	65%	24
VILLA ST FRANCIS	44%	94%	89%	69%	72%	83%	36
VILLA ST JOSEPH ***	***	***	***	***	***	***	***
VILLAGE SHALOM SKILLED NURSING	56%	100%	75%	83%	80%	98%	10
<b>KEARNY</b>							
HIGH PLAINS RETIREMENT VILLAGE *	100%	100%	88%	92%	100%	72%	4
<b>KINGMAN</b>							
HILLTOP MANOR	52%	95%	79%	77%	93%	88%	21
THE WHEATLANDS HEALTH CARE CENTER ***	***	***	***	***	***	***	***
<b>KIOWA</b>							
HAVILAND CARE CENTER	29%	60%	65%	50%	52%	52%	17
<b>LABETTE</b>							
CHETOPA MANOR	62%	92%	81%	86%	73%	89%	13
ELMHAVEN EAST ***	***	***	***	***	***	***	***
GOOD SAMARITAN SOCIETY - PARSONS	68%	92%	81%	90%	80%	89%	25

#### 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
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Quiet around room at night

#### Relationships

- Staff know about residents
- Staff take time to interact with residents

#### Respect for patient preferences

- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
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- Privacy

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<b>JOHNSON</b>							
LAKEVIEW VILLAGE	47%	100%	85%				47
LEISURE TERRACE ***	***	***	***				***
MEDICALODGES GARDNER	33%	93%	91%				45
NOTTINGHAM HEALTH & REHABILITATION	47%	100%	68%				19
OVERLAND PARK NURSING & REHAB CENTER INC	27%	80%	85%				30
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PROMISE SKILLED NURSING OF OVERLAND PARK ***	***	***	***				***
SHARON LANE HEALTH SERVICES ***	***	***	***				***
SHAWNEE GARDENS HEALTHCARE & REHAB CTR ***	***	***	***				***
SPRING HILL CARE & REHABILITATION CENTER	44%	100%	93%				18
STRATFORD COMMONS REHAB & HEALTH CARE CTR ***	***	***	***				***
TALLGRASS CREEK INC ***	***	***	***				***
THE FORUM AT OVERLAND PARK	18%	91%	61%				11
THE HEALTHCARE RESORT OF LEAWOOD ***	***	***	***				***
THE HEALTHCARE RESORT OF OLATHE ***	***	***	***				***
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THE PLAZA HEALTH SERVICES AT SANTA MARTA ***	***	***	***				***
TRINITY NURSING & REHAB CENTER	33%	83%	62%				24
VILLA ST FRANCIS	44%	94%	88%				36
VILLA ST JOSEPH ***	***	***	***				***
VILLAGE SHALOM SKILLED NURSING	56%	100%	100%				10
<b>KEARNY</b>							
HIGH PLAINS RETIREMENT VILLAGE *	100%	100%	67%				4
<b>KINGMAN</b>							
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THE WHEATLANDS HEALTH CARE CENTER ***	***	***	***				***
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HAVILAND CARE CENTER	29%	60%	74%				17
<b>LABETTE</b>							
CHETOPA MANOR	62%	92%	95%				13
ELMHAVEN EAST ***	***	***	***				***
GOOD SAMARITAN SOCIETY - PARSONS	68%	92%	94%				25

#### 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?

#### Supportive services

- Variety of food
- Dining experience is enjoyable
- Facility makes it easy to practice religion

## 2018 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	Coord. of care	Emotional support	Involvement of family & friends	Info & education	n-size
<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>83%</b>	<b>81%</b>	<b>84%</b>	<b>79%</b>	<b>4,335</b>
<b>LABETTE</b>							
OSWEGO HEALTH & REHAB	31%	69%	76%	80%	85%	78%	17
PARSONS PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
<b>LEAVENWORTH</b>							
COUNTRY CARE, INC. *	67%	100%	78%	82%	88%	83%	9
LANSING CARE & REHAB CENTER, LLC	45%	83%	83%	80%	77%	68%	30
MEDICALODGES LEAVENWORTH	28%	79%	68%	75%	73%	69%	25
TONGANOXIE NURSING CENTER ***	***	***	***	***	***	***	***
TWIN OAKS HEALTH & REHAB	86%	93%	81%	75%	90%	84%	17
<b>LINCOLN</b>							
LINCOLN PARK MANOR ***	***	***	***	***	***	***	***
<b>LINN</b>							
PRESCOTT COUNTRY VIEW NURSING HOME ***	***	***	***	***	***	***	***
<b>LOGAN</b>							
LOGAN COUNTY MANOR - LTCU	64%	100%	82%	90%	71%	85%	14
<b>LYON</b>							
EMPORIA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
FLINT HILLS CARE CENTER ***	***	***	***	***	***	***	***
HOLIDAY RESORT ***	***	***	***	***	***	***	***
<b>MARION</b>							
BETHESDA HOME	72%	100%	83%	95%	96%	87%	25
PARKSIDE HOMES	60%	96%	91%	80%	92%	79%	28
PEABODY HEALTH AND REHAB	21%	67%	67%	75%	92%	69%	15
SALEM HOME	56%	89%	75%	85%	69%	69%	19
ST LUKE LIVING CENTER ***	***	***	***	***	***	***	***
WESTVIEW MANOR OF PEABODY **	41%	75%	85%	78%	83%	73%	17
<b>MARSHALL</b>							
CAMBRIDGE PLACE	40%	95%	95%	95%	75%	82%	21
FRANKFORT COMMUNITY CARE HOME *	50%	88%	87%	80%	67%	87%	9
<b>MCPHERSON</b>							
BETHANY HOME ASSOCIATION	92%	100%	95%	97%	100%	96%	13
MCPHERSON HEALTH & REHAB	12%	76%	70%	73%	57%	82%	17
MOUNDRIDGE MANOR	95%	100%	100%	99%	100%	97%	48

#### 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?

#### Coordination of care

-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  
-Felt that staff really cared

#### Involvement of family & friends

-Family able to talk w/ staff  
-Family inclusion in discussions

#### Information & education

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

## 2018 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	Patient safety	Physical comfort	Relationships	Respect for patient preferences	n-size
<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>78%</b>	<b>81%</b>	<b>78%</b>	<b>82%</b>	<b>4,335</b>
<b>LABETTE</b>							
OSWEGO HEALTH & REHAB	31%	69%	71%	58%	78%	82%	17
PARSONS PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
<b>LEAVENWORTH</b>							
COUNTRY CARE, INC. *	67%	100%	72%	78%	61%	89%	9
LANSING CARE & REHAB CENTER, LLC	45%	83%	62%	80%	73%	75%	30
MEDICALODGES LEAVENWORTH	28%	79%	67%	72%	74%	79%	25
TONGANOXIE NURSING CENTER ***	***	***	***	***	***	***	***
TWIN OAKS HEALTH & REHAB	86%	93%	79%	79%	72%	76%	17
<b>LINCOLN</b>							
LINCOLN PARK MANOR ***	***	***	***	***	***	***	***
<b>LINN</b>							
PRESCOTT COUNTRY VIEW NURSING HOME ***	***	***	***	***	***	***	***
<b>LOGAN</b>							
LOGAN COUNTY MANOR - LTCU	64%	100%	86%	93%	82%	84%	14
<b>LYON</b>							
EMPORIA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
FLINT HILLS CARE CENTER ***	***	***	***	***	***	***	***
HOLIDAY RESORT ***	***	***	***	***	***	***	***
<b>MARION</b>							
BETHESDA HOME	72%	100%	86%	81%	90%	92%	25
PARKSIDE HOMES	60%	96%	72%	83%	72%	83%	28
PEABODY HEALTH AND REHAB	21%	67%	60%	70%	73%	69%	15
SALEM HOME	56%	89%	76%	69%	75%	79%	19
ST LUKE LIVING CENTER ***	***	***	***	***	***	***	***
WESTVIEW MANOR OF PEABODY **	41%	75%	100%	89%	82%	75%	17
<b>MARSHALL</b>							
CAMBRIDGE PLACE	40%	95%	78%	79%	80%	83%	21
FRANKFORT COMMUNITY CARE HOME *	50%	88%	83%	75%	88%	83%	9
<b>MCPHERSON</b>							
BETHANY HOME ASSOCIATION	92%	100%	96%	95%	96%	94%	13
MCPHERSON HEALTH & REHAB	12%	76%	51%	72%	74%	69%	17
MOUNDRIDGE MANOR	95%	100%	96%	95%	100%	100%	48

#### 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
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Quiet around room at night

#### Relationships

- Staff know about residents
- Staff take time to interact with residents

#### Respect for patient preferences

- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
- Management responsive to suggestions and concerns
- Privacy

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

Facility name	Overall rating	Recommend to friends/family	Supportive services			n-size
<b>State average for Kansas facilities</b>						
<b>LABETTE</b>						
OSWEGO HEALTH & REHAB	31%	69%	79%			17
PARSONS PRESBYTERIAN MANOR ***	***	***	***			***
<b>LEAVENWORTH</b>						
COUNTRY CARE, INC. *	67%	100%	81%			9
LANSING CARE & REHAB CENTER, LLC	45%	83%	79%			30
MEDICALODGES LEAVENWORTH	28%	79%	73%			25
TONGANOXIE NURSING CENTER ***	***	***	***			***
TWIN OAKS HEALTH & REHAB	86%	93%	87%			17
<b>LINCOLN</b>						
LINCOLN PARK MANOR ***	***	***	***			***
<b>LINN</b>						
PRESCOTT COUNTRY VIEW NURSING HOME ***	***	***	***			***
<b>LOGAN</b>						
LOGAN COUNTY MANOR - LTCU	64%	100%	90%			14
<b>LYON</b>						
EMPORIA PRESBYTERIAN MANOR ***	***	***	***			***
FLINT HILLS CARE CENTER ***	***	***	***			***
HOLIDAY RESORT ***	***	***	***			***
<b>MARION</b>						
BETHESDA HOME	72%	100%	89%			25
PARKSIDE HOMES	60%	96%	74%			28
PEABODY HEALTH AND REHAB	21%	67%	75%			15
SALEM HOME	56%	89%	65%			19
ST LUKE LIVING CENTER ***	***	***	***			***
WESTVIEW MANOR OF PEABODY **	41%	75%	86%			17
<b>MARSHALL</b>						
CAMBRIDGE PLACE	40%	95%	88%			21
FRANKFORT COMMUNITY CARE HOME *	50%	88%	83%			9
<b>MCPHERSON</b>						
BETHANY HOME ASSOCIATION	92%	100%	94%			13
MCPHERSON HEALTH & REHAB	12%	76%	74%			17
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#### OVERALL MEASURES

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#### Supportive services

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Facility name	Overall rating	Recommend to friends/family	Coord. of care	Emotional support	Involvement of family & friends	Info & education	n-size
<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>83%</b>	<b>81%</b>	<b>84%</b>	<b>79%</b>	<b>4,335</b>
<b>MCPHERSON</b>							
PINE VILLAGE	81%	79%	80%	81%	93%	76%	27
PLEASANT VIEW HOME	48%	91%	82%	84%	93%	86%	23
RIVERVIEW ESTATES ***	***	***	***	***	***	***	***
THE CEDARS ***	***	***	***	***	***	***	***
<b>MEADE</b>							
FOWLER RESIDENTIAL CARE ***	***	***	***	***	***	***	***
<b>MIAMI</b>							
LIFE CARE CENTER OF OSAWATOMIE ***	***	***	***	***	***	***	***
LOUISBURG HEALTHCARE & REHAB CENTER ***	***	***	***	***	***	***	***
MEDICALODGES PAOLA **	35%	75%	76%	64%	60%	61%	47
NORTH POINT SKILLED NURSING CENTER	36%	82%	73%	82%	94%	73%	11
<b>MITCHELL</b>							
HILLTOP LODGE NURSING HOME	61%	100%	100%	92%	86%	94%	18
MITCHELL CNTY HOSPITAL HEALTH SYSTEMS	93%	100%	100%	83%	100%	86%	16
<b>MONTGOMERY</b>							
CANEY NURSING CENTER ***	***	***	***	***	***	***	***
CHERRYVALE NURSING AND REHAB CENTER ***	***	***	***	***	***	***	***
MEDICALODGES COFFEYVILLE	36%	82%	86%	76%	100%	95%	11
MEDICALODGES INDEPENDENCE	67%	100%	93%	93%	100%	93%	15
MONTGOMERY PLACE NURSING CENTER	50%	80%	77%	77%	96%	79%	15
WINDSOR PLACE COFFEYVILLE	42%	95%	84%	85%	92%	79%	19
<b>MORRIS</b>							
DIVERSICARE OF COUNCIL GROVE	38%	79%	90%	79%	93%	83%	16
<b>MORTON</b>							
MORTON COUNTY CARE CENTER	31%	62%	77%	59%	54%	59%	15
<b>NEMAHA</b>							
APOSTOLIC CHRISTIAN HOME	40%	90%	90%	90%	89%	78%	22
CRESTVIEW NURSING & RESIDENTIAL LIVING *	50%	100%	100%	100%	67%	90%	6
EASTRIDGE	58%	100%	100%	94%	92%	96%	13
LIFE CARE CENTER OF SENECA	58%	100%	83%	84%	78%	71%	32
SABETHA MANOR	56%	96%	89%	88%	82%	85%	27

#### 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?

#### Coordination of care

-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  
-Felt that staff really cared

#### Involvement of family & friends

-Family able to talk w/ staff  
-Family inclusion in discussions

#### Information & education

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

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

Facility name	Overall rating	Recommend to friends/family	Patient safety	Physical comfort	Relationships	Respect for patient preferences	n-size
<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>78%</b>	<b>81%</b>	<b>78%</b>	<b>82%</b>	<b>4,335</b>
<b>MCPHERSON</b>							
PINE VILLAGE	81%	79%	79%	73%	46%	70%	27
PLEASANT VIEW HOME	48%	91%	78%	80%	84%	87%	23
RIVERVIEW ESTATES ***	***	***	***	***	***	***	***
THE CEDARS ***	***	***	***	***	***	***	***
<b>MEADE</b>							
FOWLER RESIDENTIAL CARE ***	***	***	***	***	***	***	***
<b>MIAMI</b>							
LIFE CARE CENTER OF OSAWATOMIE ***	***	***	***	***	***	***	***
LOUISBURG HEALTHCARE & REHAB CENTER ***	***	***	***	***	***	***	***
MEDICALODGES PAOLA **	35%	75%	67%	70%	70%	70%	47
NORTH POINT SKILLED NURSING CENTER	36%	82%	77%	88%	82%	80%	11
<b>MITCHELL</b>							
HILLTOP LODGE NURSING HOME	61%	100%	81%	71%	89%	96%	18
MITCHELL CNTY HOSPITAL HEALTH SYSTEMS	93%	100%	71%	86%	92%	75%	16
<b>MONTGOMERY</b>							
CANEY NURSING CENTER ***	***	***	***	***	***	***	***
CHERRYVALE NURSING AND REHAB CENTER ***	***	***	***	***	***	***	***
MEDICALODGES COFFEYVILLE	36%	82%	80%	83%	86%	89%	11
MEDICALODGES INDEPENDENCE	67%	100%	75%	83%	83%	93%	15
MONTGOMERY PLACE NURSING CENTER	50%	80%	80%	77%	80%	87%	15
WINDSOR PLACE COFFEYVILLE	42%	95%	72%	88%	87%	81%	19
<b>MORRIS</b>							
DIVERSICARE OF COUNCIL GROVE	38%	79%	92%	85%	75%	87%	16
<b>MORTON</b>							
MORTON COUNTY CARE CENTER	31%	62%	46%	30%	62%	67%	15
<b>NEMAHA</b>							
APOSTOLIC CHRISTIAN HOME	40%	90%	80%	91%	70%	86%	22
CRESTVIEW NURSING & RESIDENTIAL LIVING *	50%	100%	67%	70%	92%	86%	6
EASTRIDGE	58%	100%	95%	97%	88%	95%	13
LIFE CARE CENTER OF SENECA	58%	100%	77%	87%	81%	82%	32
SABETHA MANOR	56%	96%	83%	85%	74%	87%	27

#### 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
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- Staff do everything to help resident's pain
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- Staff know about residents
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<b>MCPHERSON</b>							
PINE VILLAGE	81%	79%	86%				27
PLEASANT VIEW HOME	48%	91%	83%				23
RIVERVIEW ESTATES ***	***	***	***				***
THE CEDARS ***	***	***	***				***
<b>MEADE</b>							
FOWLER RESIDENTIAL CARE ***	***	***	***				***
<b>MIAMI</b>							
LIFE CARE CENTER OF OSAWATOMIE ***	***	***	***				***
LOUISBURG HEALTHCARE & REHAB CENTER ***	***	***	***				***
MEDICALODGES PAOLA **	35%	75%	78%				47
NORTH POINT SKILLED NURSING CENTER	36%	82%	72%				11
<b>MITCHELL</b>							
HILLTOP LODGE NURSING HOME	61%	100%	89%				18
MITCHELL CNTY HOSPITAL HEALTH SYSTEMS	93%	100%	91%				16
<b>MONTGOMERY</b>							
CANEY NURSING CENTER ***	***	***	***				***
CHERRYVALE NURSING AND REHAB CENTER ***	***	***	***				***
MEDICALODGES COFFEYVILLE	36%	82%	85%				11
MEDICALODGES INDEPENDENCE	67%	100%	93%				15
MONTGOMERY PLACE NURSING CENTER	50%	80%	91%				15
WINDSOR PLACE COFFEYVILLE	42%	95%	94%				19
<b>MORRIS</b>							
DIVERSICARE OF COUNCIL GROVE	38%	79%	92%				16
<b>MORTON</b>							
MORTON COUNTY CARE CENTER	31%	62%	51%				15
<b>NEMAHA</b>							
APOSTOLIC CHRISTIAN HOME	40%	90%	89%				22
CRESTVIEW NURSING & RESIDENTIAL LIVING *	50%	100%	72%				6
EASTRIDGE	58%	100%	87%				13
LIFE CARE CENTER OF SENECA	58%	100%	89%				32
SABETHA MANOR	56%	96%	89%				27

#### 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?

#### Supportive services

- Variety of food
- Dining experience is enjoyable
- Facility makes it easy to practice religion

## 2018 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).

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

Facility name	Overall rating	Recommend to friends/family	Coord. of care	Emotional support	Involvement of family & friends	Info & education	n-size
<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>83%</b>	<b>81%</b>	<b>84%</b>	<b>79%</b>	<b>4,335</b>
<b>NEOSHO</b>							
DIVERSICARE OF CHANUTE	44%	80%	76%	72%	69%	66%	50
HERITAGE HEALTH CARE CENTER	42%	88%	87%	82%	87%	73%	26
PRAIRIE MISSION RETIREMENT VILLAGE ***	***	***	***	***	***	***	***
<b>NESS</b>							
NESS COUNTY HOSPITAL LTCU - CEDAR VILLAGE	38%	85%	91%	91%	69%	76%	13
<b>NORTON</b>							
ANDBE HOME, INC.	46%	87%	86%	88%	84%	76%	30
<b>OSAGE</b>							
BROOKSIDE RETIREMENT COMMUNITY	72%	100%	94%	90%	94%	94%	28
OSAGE NURSING & REHABILITATION CENTER	58%	100%	92%	89%	95%	100%	12
PETERSON HEALTH CARE ***	***	***	***	***	***	***	***
<b>OSBORNE</b>							
DOWNS CARE & REHABILITATION CENTER	52%	90%	80%	80%	100%	76%	21
PARKVIEW CARE CENTER ***	***	***	***	***	***	***	***
<b>OTTAWA</b>							
GOOD SAMARITAN SOCIETY - MINNEAPOLIS ***	***	***	***	***	***	***	***
OTTAWA COUNTY HEALTH CENTER LTCU *	75%	100%	100%	100%	100%	100%	4
<b>PAWNEE</b>							
DIVERSICARE OF LARNED ***	***	***	***	***	***	***	***
<b>PHILLIPS</b>							
LOGAN MANOR COMMUNITY HEALTH SERVICES	60%	90%	74%	79%	100%	70%	10
PHILLIPS COUNTY RETIREMENT CENTER *	0%	67%	73%	83%	82%	67%	6
<b>POTTAWATOMIE</b>							
COMMUNITY HOSPITAL ONAGA LTCU/ST MARY'S MANOR	60%	100%	82%	90%	89%	62%	12
GOOD SAMARITAN SOCIETY - VALLEY VISTA	55%	92%	82%	90%	100%	72%	13
ONAGA HEALTH AND REHAB	22%	65%	74%	57%	79%	78%	19
WESTY COMMUNITY CARE HOME INC ***	***	***	***	***	***	***	***
<b>PRATT</b>							
PRATT HEALTH AND REHAB	56%	100%	100%	100%	98%	100%	25
PRATT REHABILITATION AND RESIDENCE CENTER ***	***	***	***	***	***	***	***
<b>RAWLINS</b>							
GOOD SAMARITAN SOCIETY - ATWOOD ***	***	***	***	***	***	***	***

#### 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?

#### Coordination of care

- 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
- Felt that staff really cared

#### Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions

#### Information & education

- Staff explained things understandably to resident
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<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>78%</b>	<b>81%</b>	<b>78%</b>	<b>82%</b>	<b>4,335</b>
<b>NEOSHO</b>							
DIVERSICARE OF CHANUTE	44%	80%	66%	73%	78%	75%	50
HERITAGE HEALTH CARE CENTER	42%	88%	65%	76%	85%	85%	26
PRAIRIE MISSION RETIREMENT VILLAGE ***	***	***	***	***	***	***	***
<b>NESS</b>							
NESS COUNTY HOSPITAL LTCU - CEDAR VILLAGE	38%	85%	81%	77%	77%	77%	13
<b>NORTON</b>							
ANDBE HOME, INC.	46%	87%	70%	78%	70%	79%	30
<b>OSAGE</b>							
BROOKSIDE RETIREMENT COMMUNITY	72%	100%	85%	85%	93%	86%	28
OSAGE NURSING & REHABILITATION CENTER	58%	100%	71%	69%	92%	87%	12
PETERSON HEALTH CARE ***	***	***	***	***	***	***	***
<b>OSBORNE</b>							
DOWNS CARE & REHABILITATION CENTER	52%	90%	71%	75%	76%	89%	21
PARKVIEW CARE CENTER ***	***	***	***	***	***	***	***
<b>OTTAWA</b>							
GOOD SAMARITAN SOCIETY - MINNEAPOLIS ***	***	***	***	***	***	***	***
OTTAWA COUNTY HEALTH CENTER LTCU *	75%	100%	100%	100%	100%	100%	4
<b>PAWNEE</b>							
DIVERSICARE OF LARNED ***	***	***	***	***	***	***	***
<b>PHILLIPS</b>							
LOGAN MANOR COMMUNITY HEALTH SERVICES	60%	90%	90%	66%	85%	87%	10
PHILLIPS COUNTY RETIREMENT CENTER *	0%	67%	75%	67%	83%	70%	6
<b>POTTAWATOMIE</b>							
COMMUNITY HOSPITAL ONAGA LTCU/ST MARY'S MANOR	60%	100%	63%	72%	95%	94%	12
GOOD SAMARITAN SOCIETY - VALLEY VISTA	55%	92%	68%	73%	55%	76%	13
ONAGA HEALTH AND REHAB	22%	65%	58%	76%	71%	68%	19
WESTY COMMUNITY CARE HOME INC ***	***	***	***	***	***	***	***
<b>PRATT</b>							
PRATT HEALTH AND REHAB	56%	100%	94%	95%	100%	98%	25
PRATT REHABILITATION AND RESIDENCE CENTER ***	***	***	***	***	***	***	***
<b>RAWLINS</b>							
GOOD SAMARITAN SOCIETY - ATWOOD ***	***	***	***	***	***	***	***

#### 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
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Quiet around room at night

#### Relationships

- Staff know about residents
- Staff take time to interact with residents

#### Respect for patient preferences

- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
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<b>State average for Kansas facilities</b>							
<b>NEOSHO</b>							
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PETERSON HEALTH CARE ***	***	***	***				***
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PARKVIEW CARE CENTER ***	***	***	***				***
<b>OTTAWA</b>							
GOOD SAMARITAN SOCIETY - MINNEAPOLIS ***	***	***	***				***
OTTAWA COUNTY HEALTH CENTER LTCU *	75%	100%	100%				4
<b>PAWNEE</b>							
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<b>PHILLIPS</b>							
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GOOD SAMARITAN SOCIETY - VALLEY VISTA	55%	92%	81%				13
ONAGA HEALTH AND REHAB	22%	65%	84%				19
WESTY COMMUNITY CARE HOME INC ***	***	***	***				***
<b>PRATT</b>							
PRATT HEALTH AND REHAB	56%	100%	95%				25
PRATT REHABILITATION AND RESIDENCE CENTER ***	***	***	***				***
<b>RAWLINS</b>							
GOOD SAMARITAN SOCIETY - ATWOOD ***	***	***	***				***

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**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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#### Supportive services

- Variety of food
- Dining experience is enjoyable
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<b>RENO</b>							
BUHLER SUNSHINE HOME *	78%	100%	100%	100%	100%	100%	9
DIVERSICARE OF HUTCHINSON	57%	85%	83%	86%	87%	85%	23
FRIENDSHIP MANOR	41%	89%	86%	85%	90%	86%	34
GOOD SAMARITAN SOCIETY - HUTCHINSON VILLAGE	65%	78%	84%	81%	85%	76%	28
HUTCHINSON HEALTH AND REHAB	38%	80%	84%	80%	64%	74%	24
HUTCHINSON REGIONAL MEDICAL CENTER, INC. ***	***	***	***	***	***	***	***
MENNONITE FRIENDSHIP COMMUNITIES INC ***	***	***	***	***	***	***	***
PRAIRIE SUNSET HOME	60%	92%	83%	79%	91%	82%	12
WESLEY TOWERS INC	56%	94%	97%	88%	100%	91%	18
<b>REPUBLIC</b>							
BELLEVILLE HEALTH CARE CENTER	23%	54%	73%	60%	92%	73%	13
<b>RICE</b>							
GOOD SAMARITAN SOCIETY - LYONS	55%	100%	72%	81%	73%	68%	11
SANDSTONE HEIGHTS	38%	88%	94%	85%	88%	84%	16
STERLING PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
<b>RILEY</b>							
LEONARDVILLE NURSING HOME	77%	100%	85%	85%	74%	81%	13
MEADOWLARK HILLS	56%	96%	77%	86%	91%	80%	29
STONEBROOK RETIREMENT COMMUNITY	32%	65%	61%	54%	82%	56%	25
VIA CHRISTI VILLAGE MANHATTAN INC	57%	81%	67%	72%	80%	69%	26
<b>ROOKS</b>							
REDBUD VILLAGE ***	***	***	***	***	***	***	***
SOLOMON VALLEY MANOR ***	***	***	***	***	***	***	***
<b>RUSH</b>							
LOCUST GROVE VILLAGE	75%	100%	90%	87%	94%	87%	16
<b>RUSSELL</b>							
MAIN STREET MANOR	80%	100%	90%	80%	100%	85%	10
WHEATLAND NURSING & REHAB CENTER	40%	87%	87%	80%	96%	63%	15
<b>SALINE</b>							
HOLIDAY RESORT OF SALINA	33%	76%	74%	69%	100%	71%	21
KENWOOD VIEW HEALTH AND REHAB 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?

#### Coordination of care

- Staff informed re: all care/treatment
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#### Emotional support

- Staff confidence/trust in
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#### Involvement of family & friends

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<b>RENO</b>							
BUHLER SUNSHINE HOME *	78%	100%	100%	100%	100%	96%	9
DIVERSICARE OF HUTCHINSON	57%	85%	86%	86%	86%	86%	23
FRIENDSHIP MANOR	41%	89%	76%	82%	86%	82%	34
GOOD SAMARITAN SOCIETY - HUTCHINSON VILLAGE	65%	78%	81%	87%	84%	77%	28
HUTCHINSON HEALTH AND REHAB	38%	80%	83%	74%	69%	73%	24
HUTCHINSON REGIONAL MEDICAL CENTER, INC. ***	***	***	***	***	***	***	***
MENNONITE FRIENDSHIP COMMUNITIES INC ***	***	***	***	***	***	***	***
PRAIRIE SUNSET HOME	60%	92%	82%	87%	82%	86%	12
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<b>REPUBLIC</b>							
BELLEVILLE HEALTH CARE CENTER	23%	54%	73%	73%	62%	73%	13
<b>RICE</b>							
GOOD SAMARITAN SOCIETY - LYONS	55%	100%	82%	85%	77%	82%	11
SANDSTONE HEIGHTS	38%	88%	75%	87%	81%	85%	16
STERLING PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
<b>RILEY</b>							
LEONARDVILLE NURSING HOME	77%	100%	85%	81%	81%	83%	13
MEADOWLARK HILLS	56%	96%	72%	80%	77%	86%	29
STONEBROOK RETIREMENT COMMUNITY	32%	65%	61%	54%	56%	70%	25
VIA CHRISTI VILLAGE MANHATTAN INC	57%	81%	76%	70%	67%	77%	26
<b>ROOKS</b>							
REDBUD VILLAGE ***	***	***	***	***	***	***	***
SOLOMON VALLEY MANOR ***	***	***	***	***	***	***	***
<b>RUSH</b>							
LOCUST GROVE VILLAGE	75%	100%	79%	74%	94%	85%	16
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MAIN STREET MANOR	80%	100%	85%	93%	90%	82%	10
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<b>SALINE</b>							
HOLIDAY RESORT OF SALINA	33%	76%	55%	83%	69%	77%	21
KENWOOD VIEW HEALTH AND REHAB CENTER ***	***	***	***	***	***	***	***

#### OVERALL MEASURES

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GOOD SAMARITAN SOCIETY - HUTCHINSON VILLAGE	65%	78%	84%				28
HUTCHINSON HEALTH AND REHAB	38%	80%	60%				24
HUTCHINSON REGIONAL MEDICAL CENTER, INC. ***	***	***	***				***
MENNONITE FRIENDSHIP COMMUNITIES INC ***	***	***	***				***
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SANDSTONE HEIGHTS	38%	88%	92%				16
STERLING PRESBYTERIAN MANOR ***	***	***	***				***
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KENWOOD VIEW HEALTH AND REHAB CENTER ***	***	***	***				***

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- Facility makes it easy to practice religion

## 2018 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	Coord. of care	Emotional support	Involvement of family & friends	Info & education	n-size
<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>83%</b>	<b>81%</b>	<b>84%</b>	<b>79%</b>	<b>4,335</b>
<b>SALINE</b>							
LEGACY AT SALINA ***	***	***	***	***	***	***	***
PINNACLE PARK NURSING AND REHAB CENTER ***	***	***	***	***	***	***	***
SALINA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
SMOKY HILL REHABILITATION CENTER ***	***	***	***	***	***	***	***
<b>SCOTT</b>							
PARK LANE NURSING HOME ***	***	***	***	***	***	***	***
<b>SEDGWICK</b>							
AVITA HEALTH AND REHAB AT REEDS COVE ***	***	***	***	***	***	***	***
CARITAS CENTER, INC.	100%	100%	100%	98%	96%	100%	14
CATHOLIC CARE CENTER INC ***	***	***	***	***	***	***	***
CHENEY GOLDEN AGE HOME ***	***	***	***	***	***	***	***
CLEARWATER NURSING & REHAB CENTER ***	***	***	***	***	***	***	***
DERBY HEALTH & REHAB CENTER	77%	100%	92%	87%	92%	92%	13
DIVERSICARE OF HAYSVILLE	80%	97%	90%	88%	86%	78%	65
FAMILY HEALTH & REHABILITATION CENTER	81%	100%	97%	98%	97%	94%	17
HOMESTEAD HEALTH CENTER	62%	96%	95%	89%	93%	91%	29
KANSAS MASONIC HOME ***	***	***	***	***	***	***	***
LAKEPOINT RETIREMENT & REHAB CTR OF WICHITA	17%	80%	80%	71%	89%	63%	38
LARKSFIELD PLACE	81%	100%	100%	97%	98%	100%	23
LEGACY ON COLLEGE HILL	36%	73%	66%	62%	57%	73%	23
LIFE CARE CENTER OF WICHITA ***	***	***	***	***	***	***	***
MANORCARE HEALTH SERVICES - WICHITA ***	***	***	***	***	***	***	***
MEDICALODGES GODDARD	88%	100%	98%	99%	94%	96%	25
MEDICALODGES WICHITA	54%	96%	81%	72%	63%	58%	27
MERIDIAN REHAB & HEALTH CARE CENTER ***	***	***	***	***	***	***	***
MOUNT HOPE NURSING CENTER	47%	95%	92%	90%	97%	87%	22
ORCHARD GARDENS HEALTH & REHAB	48%	67%	76%	82%	78%	71%	21
REEDS COVE HEALTH & REHAB	55%	91%	77%	73%	82%	86%	11
REGENT PARK REHABILITATION & HEALTHCARE ***	***	***	***	***	***	***	***
ROLLING HILLS HEALTH & REHAB	69%	96%	93%	88%	83%	90%	30
SANDPIPER HEALTHCARE AND REHAB CENTER, LLC ***	***	***	***	***	***	***	***

#### 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?

#### Coordination of care

- 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
- Felt that staff really cared

#### Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions

#### Information & education

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

## 2018 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	Patient safety	Physical comfort	Relationships	Respect for patient preferences	n-size
<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>78%</b>	<b>81%</b>	<b>78%</b>	<b>82%</b>	<b>4,335</b>
<b>SALINE</b>							
LEGACY AT SALINA ***	***	***	***	***	***	***	***
PINNACLE PARK NURSING AND REHAB CENTER ***	***	***	***	***	***	***	***
SALINA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
SMOKY HILL REHABILITATION CENTER ***	***	***	***	***	***	***	***
<b>SCOTT</b>							
PARK LANE NURSING HOME ***	***	***	***	***	***	***	***
<b>SEDGWICK</b>							
AVITA HEALTH AND REHAB AT REEDS COVE ***	***	***	***	***	***	***	***
CARITAS CENTER, INC.	100%	100%	100%	90%	100%	100%	14
CATHOLIC CARE CENTER INC ***	***	***	***	***	***	***	***
CHENEY GOLDEN AGE HOME ***	***	***	***	***	***	***	***
CLEARWATER NURSING & REHAB CENTER ***	***	***	***	***	***	***	***
DERBY HEALTH & REHAB CENTER	77%	100%	85%	97%	92%	91%	13
DIVERSICARE OF HAYSVILLE	80%	97%	84%	82%	93%	87%	65
FAMILY HEALTH & REHABILITATION CENTER	81%	100%	87%	94%	85%	93%	17
HOMESTEAD HEALTH CENTER	62%	96%	86%	87%	96%	94%	29
KANSAS MASONIC HOME ***	***	***	***	***	***	***	***
LAKEPOINT RETIREMENT & REHAB CTR OF WICHITA	17%	80%	70%	74%	78%	74%	38
LARKSFIELD PLACE	81%	100%	89%	88%	96%	99%	23
LEGACY ON COLLEGE HILL	36%	73%	74%	75%	75%	73%	23
LIFE CARE CENTER OF WICHITA ***	***	***	***	***	***	***	***
MANORCARE HEALTH SERVICES - WICHITA ***	***	***	***	***	***	***	***
MEDICALODGES GODDARD	88%	100%	96%	99%	100%	98%	25
MEDICALODGES WICHITA	54%	96%	78%	68%	81%	63%	27
MERIDIAN REHAB & HEALTH CARE CENTER ***	***	***	***	***	***	***	***
MOUNT HOPE NURSING CENTER	47%	95%	92%	85%	89%	90%	22
ORCHARD GARDENS HEALTH & REHAB	48%	67%	83%	73%	71%	78%	21
REEDS COVE HEALTH & REHAB	55%	91%	73%	80%	68%	83%	11
REGENT PARK REHABILITATION & HEALTHCARE ***	***	***	***	***	***	***	***
ROLLING HILLS HEALTH & REHAB	69%	96%	91%	90%	100%	87%	30
SANDPIPER HEALTHCARE AND REHAB CENTER, LLC ***	***	***	***	***	***	***	***

#### 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
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Quiet around room at night

#### Relationships

- Staff know about residents
- Staff take time to interact with residents

#### Respect for patient preferences

- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
- Management responsive to suggestions and concerns
- Privacy

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

Facility name	Overall rating	Recommend to friends/family	Supportive services				n-size
<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>82%</b>				<b>4,335</b>
<b>SALINE</b>							
LEGACY AT SALINA ***	***	***	***				***
PINNACLE PARK NURSING AND REHAB CENTER ***	***	***	***				***
SALINA PRESBYTERIAN MANOR ***	***	***	***				***
SMOKY HILL REHABILITATION CENTER ***	***	***	***				***
<b>SCOTT</b>							
PARK LANE NURSING HOME ***	***	***	***				***
<b>SEDGWICK</b>							
AVITA HEALTH AND REHAB AT REEDS COVE ***	***	***	***				***
CARITAS CENTER, INC.	100%	100%	100%				14
CATHOLIC CARE CENTER INC ***	***	***	***				***
CHENEY GOLDEN AGE HOME ***	***	***	***				***
CLEARWATER NURSING & REHAB CENTER ***	***	***	***				***
DERBY HEALTH & REHAB CENTER	77%	100%	87%				13
DIVERSICARE OF HAYSVILLE	80%	97%	91%				65
FAMILY HEALTH & REHABILITATION CENTER	81%	100%	93%				17
HOMESTEAD HEALTH CENTER	62%	96%	92%				29
KANSAS MASONIC HOME ***	***	***	***				***
LAKEPOINT RETIREMENT & REHAB CTR OF WICHITA	17%	80%	80%				38
LARKSFIELD PLACE	81%	100%	98%				23
LEGACY ON COLLEGE HILL	36%	73%	71%				23
LIFE CARE CENTER OF WICHITA ***	***	***	***				***
MANORCARE HEALTH SERVICES - WICHITA ***	***	***	***				***
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REEDS COVE HEALTH & REHAB	55%	91%	66%				11
REGENT PARK REHABILITATION & HEALTHCARE ***	***	***	***				***
ROLLING HILLS HEALTH & REHAB	69%	96%	94%				30
SANDPIPER HEALTHCARE AND REHAB CENTER, LLC ***	***	***	***				***

#### 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?

#### Supportive services

- Variety of food
- Dining experience is enjoyable
- Facility makes it easy to practice religion

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<b>SEDGWICK</b>							
WESTVIEW OF DERBY ***	***	***	***	***	***	***	***
WICHITA CARE & REHABILITATION	40%	68%	69%	67%	54%	74%	27
WICHITA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
<b>SEWARD</b>							
GOOD SAMARITAN SOCIETY - LIBERAL	33%	78%	89%	78%	70%	70%	10
SOUTHWEST MEDICAL CENTER SNF ***	***	***	***	***	***	***	***
WHEATRIDGE PARK CARE CENTER	76%	100%	79%	78%	89%	74%	29
<b>SHAWNEE</b>							
ALDERSGATE VILLAGE ***	***	***	***	***	***	***	***
BREWSTER HEALTH CENTER	54%	93%	83%	79%	98%	73%	30
BRIGHTON PLACE NORTH ***	***	***	***	***	***	***	***
BRIGHTON PLACE WEST ***	***	***	***	***	***	***	***
COUNTRYSIDE HEALTH CENTER ***	***	***	***	***	***	***	***
LEGACY ON 10TH AVENUE	21%	59%	47%	66%	85%	43%	29
LEXINGTON PARK NURSING & POST ACUTE CENTER	41%	90%	78%	75%	92%	73%	45
MANORCARE HEALTH SERVICES - TOPEKA ***	***	***	***	***	***	***	***
MCCRITE PLAZA HEALTH CENTER	70%	100%	93%	98%	100%	90%	31
PLAZA WEST REGIONAL HEALTH CENTER	53%	91%	79%	79%	90%	71%	69
PROVIDENCE LIVING CENTER **	25%	58%	66%	56%	81%	58%	57
ROLLING HILLS HEALTH CENTER	49%	84%	72%	75%	85%	67%	54
ROSSVILLE HEALTHCARE & REHAB CENTER ***	***	***	***	***	***	***	***
TANGLEWOOD NURSING & REHABILITATION ***	***	***	***	***	***	***	***
THE HEALTHCARE RESORT OF TOPEKA ***	***	***	***	***	***	***	***
TOPEKA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
<b>SHERIDAN</b>							
SHERIDAN COUNTY HOSPITAL LTCU	60%	100%	97%	95%	100%	90%	15
<b>SHERMAN</b>							
GOOD SAMARITAN SOCIETY - SHERMAN COUNTY	31%	94%	84%	86%	88%	87%	16
<b>SMITH</b>							
KENSINGTON HEALTH AND REHAB. ***	***	***	***	***	***	***	***
SMITH CENTER HEALTH & REHAB	57%	100%	96%	98%	100%	100%	14

#### 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?

#### Coordination of care

- 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
- Felt that staff really cared

#### Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions

#### Information & education

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

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<b>SEDGWICK</b>							
WESTVIEW OF DERBY ***	***	***	***	***	***	***	***
WICHITA CARE & REHABILITATION	40%	68%	65%	67%	48%	75%	27
WICHITA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
<b>SEWARD</b>							
GOOD SAMARITAN SOCIETY - LIBERAL	33%	78%	55%	60%	65%	69%	10
SOUTHWEST MEDICAL CENTER SNF ***	***	***	***	***	***	***	***
WHEATRIDGE PARK CARE CENTER	76%	100%	83%	86%	88%	85%	29
<b>SHAWNEE</b>							
ALDERSGATE VILLAGE ***	***	***	***	***	***	***	***
BREWSTER HEALTH CENTER	54%	93%	70%	85%	75%	77%	30
BRIGHTON PLACE NORTH ***	***	***	***	***	***	***	***
BRIGHTON PLACE WEST ***	***	***	***	***	***	***	***
COUNTRYSIDE HEALTH CENTER ***	***	***	***	***	***	***	***
LEGACY ON 10TH AVENUE	21%	59%	48%	50%	59%	61%	29
LEXINGTON PARK NURSING & POST ACUTE CENTER	41%	90%	86%	79%	62%	79%	45
MANORCARE HEALTH SERVICES - TOPEKA ***	***	***	***	***	***	***	***
MCCRITTE PLAZA HEALTH CENTER	70%	100%	72%	78%	98%	96%	31
PLAZA WEST REGIONAL HEALTH CENTER	53%	91%	70%	79%	73%	78%	69
PROVIDENCE LIVING CENTER **	25%	58%	76%	66%	71%	62%	57
ROLLING HILLS HEALTH CENTER	49%	84%	63%	79%	69%	74%	54
ROSSVILLE HEALTHCARE & REHAB CENTER ***	***	***	***	***	***	***	***
TANGLEWOOD NURSING & REHABILITATION ***	***	***	***	***	***	***	***
THE HEALTHCARE RESORT OF TOPEKA ***	***	***	***	***	***	***	***
TOPEKA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
<b>SHERIDAN</b>							
SHERIDAN COUNTY HOSPITAL LTCU	60%	100%	86%	86%	82%	91%	15
<b>SHERMAN</b>							
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<b>SMITH</b>							
KENSINGTON HEALTH AND REHAB. ***	***	***	***	***	***	***	***
SMITH CENTER HEALTH & REHAB	57%	100%	71%	75%	89%	96%	14

#### 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
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Quiet around room at night

#### Relationships

- Staff know about residents
- Staff take time to interact with residents

#### Respect for patient preferences

- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
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<b>SEDGWICK</b>							
WESTVIEW OF DERBY ***	***	***	***				***
WICHITA CARE & REHABILITATION	40%	68%	72%				27
WICHITA PRESBYTERIAN MANOR ***	***	***	***				***
<b>SEWARD</b>							
GOOD SAMARITAN SOCIETY - LIBERAL	33%	78%	60%				10
SOUTHWEST MEDICAL CENTER SNF ***	***	***	***				***
WHEATRIDGE PARK CARE CENTER	76%	100%	86%				29
<b>SHAWNEE</b>							
ALDRSGATE VILLAGE ***	***	***	***				***
BREWSTER HEALTH CENTER	54%	93%	72%				30
BRIGHTON PLACE NORTH ***	***	***	***				***
BRIGHTON PLACE WEST ***	***	***	***				***
COUNTRYSIDE HEALTH CENTER ***	***	***	***				***
LEGACY ON 10TH AVENUE	21%	59%	73%				29
LEXINGTON PARK NURSING & POST ACUTE CENTER	41%	90%	81%				45
MANORCARE HEALTH SERVICES - TOPEKA ***	***	***	***				***
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PLAZA WEST REGIONAL HEALTH CENTER	53%	91%	82%				69
PROVIDENCE LIVING CENTER **	25%	58%	64%				57
ROLLING HILLS HEALTH CENTER	49%	84%	79%				54
ROSSVILLE HEALTHCARE & REHAB CENTER ***	***	***	***				***
TANGLEWOOD NURSING & REHABILITATION ***	***	***	***				***
THE HEALTHCARE RESORT OF TOPEKA ***	***	***	***				***
TOPEKA PRESBYTERIAN MANOR ***	***	***	***				***
<b>SHERIDAN</b>							
SHERIDAN COUNTY HOSPITAL LTCU	60%	100%	89%				15
<b>SHERMAN</b>							
GOOD SAMARITAN SOCIETY - SHERMAN COUNTY	31%	94%	85%				16
<b>SMITH</b>							
KENSINGTON HEALTH AND REHAB. ***	***	***	***				***
SMITH CENTER HEALTH & REHAB	57%	100%	93%				14

#### 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?

#### Supportive services

- Variety of food
- Dining experience is enjoyable
- Facility makes it easy to practice religion

## 2018 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 NRC Health to gather information about satisfaction levels directly from Kansas nursing home residents. This is the fifth 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 2018. 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	Coord. of care	Emotional support	Involvement of family & friends	Info & education	n-size
<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>83%</b>	<b>81%</b>	<b>84%</b>	<b>79%</b>	<b>4,335</b>
<b>STAFFORD</b>							
LEISURE HOMESTEAD AT ST. JOHN *	17%	100%	92%	100%	88%	100%	7
LEISURE HOMESTEAD AT STAFFORD	40%	80%	83%	77%	77%	73%	15
<b>STANTON</b>							
STANTON COUNTY HEALTH CARE LTCU *	57%	86%	100%	95%	100%	93%	8
<b>STEVENS</b>							
PIONEER MANOR	77%	86%	98%	95%	92%	92%	25
<b>SUMNER</b>							
BOTKIN CARE & REHABILITATION	53%	93%	93%	89%	82%	83%	15
MEDICALODGES OXFORD *	56%	100%	89%	85%	50%	83%	9
SPRING VIEW MANOR ***	***	***	***	***	***	***	***
SUMNER REGIONAL MEDICAL CENTER SNF ***	***	***	***	***	***	***	***
VILLA MARIA	35%	93%	91%	89%	94%	88%	34
WELLINGTON HEALTH & REHAB	59%	94%	82%	88%	82%	85%	17
<b>THOMAS</b>							
COLBY HEALTH & REHAB	22%	79%	72%	77%	78%	73%	19
PRAIRIE SENIOR LIVING COMPLEX	42%	97%	79%	80%	100%	79%	31
<b>TREGO</b>							
TREGO MANOR ***	***	***	***	***	***	***	***
<b>WABAUNSEE</b>							
ALMA MANOR	33%	67%	65%	58%	62%	58%	21
ESKRIDGE CARE & REHABILITATION	29%	61%	70%	64%	70%	63%	38
<b>WALLACE</b>							
WALLACE COUNTY COMMUNITY CARE CENTER INC *	83%	100%	90%	68%	83%	92%	6
<b>WASHINGTON</b>							
LINN COMMUNITY NURSING CENTER	50%	100%	93%	86%	86%	78%	16
THE CENTENNIAL HOMESTEAD ***	***	***	***	***	***	***	***
<b>WICHITA</b>							
WICHITA COUNTY HEALTH CENTER ***	***	***	***	***	***	***	***
<b>WILSON</b>							
NEODESHA CARE & REHAB CENTER	35%	75%	75%	63%	60%	75%	20
<b>WOODSON</b>							
YATES CENTER HEALTH & REHAB	41%	88%	88%	80%	62%	85%	17

#### 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?

#### Coordination of care

- 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
- Felt that staff really cared

#### Involvement of family & friends

- Family able to talk w/ staff
- Family inclusion in discussions

#### Information & education

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

## 2018 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	Patient safety	Physical comfort	Relationships	Respect for patient preferences	n-size
<b>State average for Kansas facilities</b>	<b>51%</b>	<b>88%</b>	<b>78%</b>	<b>81%</b>	<b>78%</b>	<b>82%</b>	<b>4,335</b>
<b>STAFFORD</b>							
LEISURE HOMESTEAD AT ST. JOHN *	17%	100%	100%	100%	92%	89%	7
LEISURE HOMESTEAD AT STAFFORD	40%	80%	80%	85%	73%	84%	15
<b>STANTON</b>							
STANTON COUNTY HEALTH CARE LTCU *	57%	86%	100%	100%	79%	94%	8
<b>STEVENS</b>							
PIONEER MANOR	77%	86%	88%	99%	96%	92%	25
<b>SUMNER</b>							
BOTKIN CARE & REHABILITATION	53%	93%	90%	89%	90%	87%	15
MEDICALODGES OXFORD *	56%	100%	78%	80%	89%	89%	9
SPRING VIEW MANOR ***	***	***	***	***	***	***	***
SUMNER REGIONAL MEDICAL CENTER SNF ***	***	***	***	***	***	***	***
VILLA MARIA	35%	93%	85%	84%	86%	85%	34
WELLINGTON HEALTH & REHAB	59%	94%	85%	89%	82%	89%	17
<b>THOMAS</b>							
COLBY HEALTH & REHAB	22%	79%	81%	70%	79%	70%	19
PRAIRIE SENIOR LIVING COMPLEX	42%	97%	70%	76%	60%	79%	31
<b>TREGO</b>							
TREGO MANOR ***	***	***	***	***	***	***	***
<b>WABAUNSEE</b>							
ALMA MANOR	33%	67%	76%	63%	70%	54%	21
ESKRIDGE CARE & REHABILITATION	29%	61%	68%	65%	64%	65%	38
<b>WALLACE</b>							
WALLACE COUNTY COMMUNITY CARE CENTER INC *	83%	100%	80%	67%	82%	87%	6
<b>WASHINGTON</b>							
LINN COMMUNITY NURSING CENTER	50%	100%	94%	84%	90%	84%	16
THE CENTENNIAL HOMESTEAD ***	***	***	***	***	***	***	***
<b>WICHITA</b>							
WICHITA COUNTY HEALTH CENTER ***	***	***	***	***	***	***	***
<b>WILSON</b>							
NEODESHA CARE & REHAB CENTER	35%	75%	73%	84%	73%	74%	20
<b>WOODSON</b>							
YATES CENTER HEALTH & REHAB	41%	88%	79%	83%	91%	87%	17

#### 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
- Pain well controlled
- Staff do everything to help resident's pain
- Room kept clean during stay
- Quiet around room at night

#### Relationships

- Staff know about residents
- Staff take time to interact with residents

#### Respect for patient preferences

- Resident treated w/courtesy/respect by staff
- Staff listened carefully to resident
- Resident input in care
- Management responsive to suggestions and concerns
- Privacy

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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	Supportive services				n-size
<b>State average for Kansas facilities</b>							
<b>STAFFORD</b>							
LEISURE HOMESTEAD AT ST. JOHN *	17%	100%	78%				7
LEISURE HOMESTEAD AT STAFFORD	40%	80%	91%				15
<b>STANTON</b>							
STANTON COUNTY HEALTH CARE LTCU *	57%	86%	95%				8
<b>STEVENS</b>							
PIONEER MANOR	77%	86%	91%				25
<b>SUMNER</b>							
BOTKIN CARE & REHABILITATION	53%	93%	98%				15
MEDICALODGES OXFORD *	56%	100%	81%				9
SPRING VIEW MANOR ***	***	***	***				***
SUMNER REGIONAL MEDICAL CENTER SNF ***	***	***	***				***
VILLA MARIA	35%	93%	85%				34
WELLINGTON HEALTH & REHAB	59%	94%	88%				17
<b>THOMAS</b>							
COLBY HEALTH & REHAB	22%	79%	75%				19
PRAIRIE SENIOR LIVING COMPLEX	42%	97%	76%				31
<b>TREGO</b>							
TREGO MANOR ***	***	***	***				***
<b>WABAUNSEE</b>							
ALMA MANOR	33%	67%	88%				21
ESKRIDGE CARE & REHABILITATION	29%	61%	64%				38
<b>WALLACE</b>							
WALLACE COUNTY COMMUNITY CARE CENTER INC *	83%	100%	82%				6
<b>WASHINGTON</b>							
LINN COMMUNITY NURSING CENTER	50%	100%	90%				16
THE CENTENNIAL HOMESTEAD ***	***	***	***				***
<b>WICHITA</b>							
WICHITA COUNTY HEALTH CENTER ***	***	***	***				***
<b>WILSON</b>							
NEODESHA CARE & REHAB CENTER	35%	75%	68%				20
<b>WOODSON</b>							
YATES CENTER HEALTH & REHAB	41%	88%	90%				17

#### 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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#### Supportive services

- Variety of food
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- Facility makes it easy to practice religion





