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# **2009 Maryland Nursing Facility Family Survey**

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## **Facility Results Summary Report**

**For:**

**Crofton Care & Rehabilitation Center**

**Maryland Health Care Commission**  
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## Table of Contents

I. Areas of Care (Domain) Scores.....	1
II. Overall Rating Scores.....	7
III. Item Level Scores .....	10

*For a summary of the survey methods, please see the Overview of the 2009 Maryland Nursing Facility Family Survey or the Statewide Report posted on this web page.*

**Peer Groups:** The term “peer group” refers to groupings of similar facilities by their geographic location, their size (number of licensed beds) and ownership type (for-profit or non-profit). This report contains comparisons (beginning on page 2) of the individual nursing home scores with peer groups so you can see how this facility compares to those peer groups

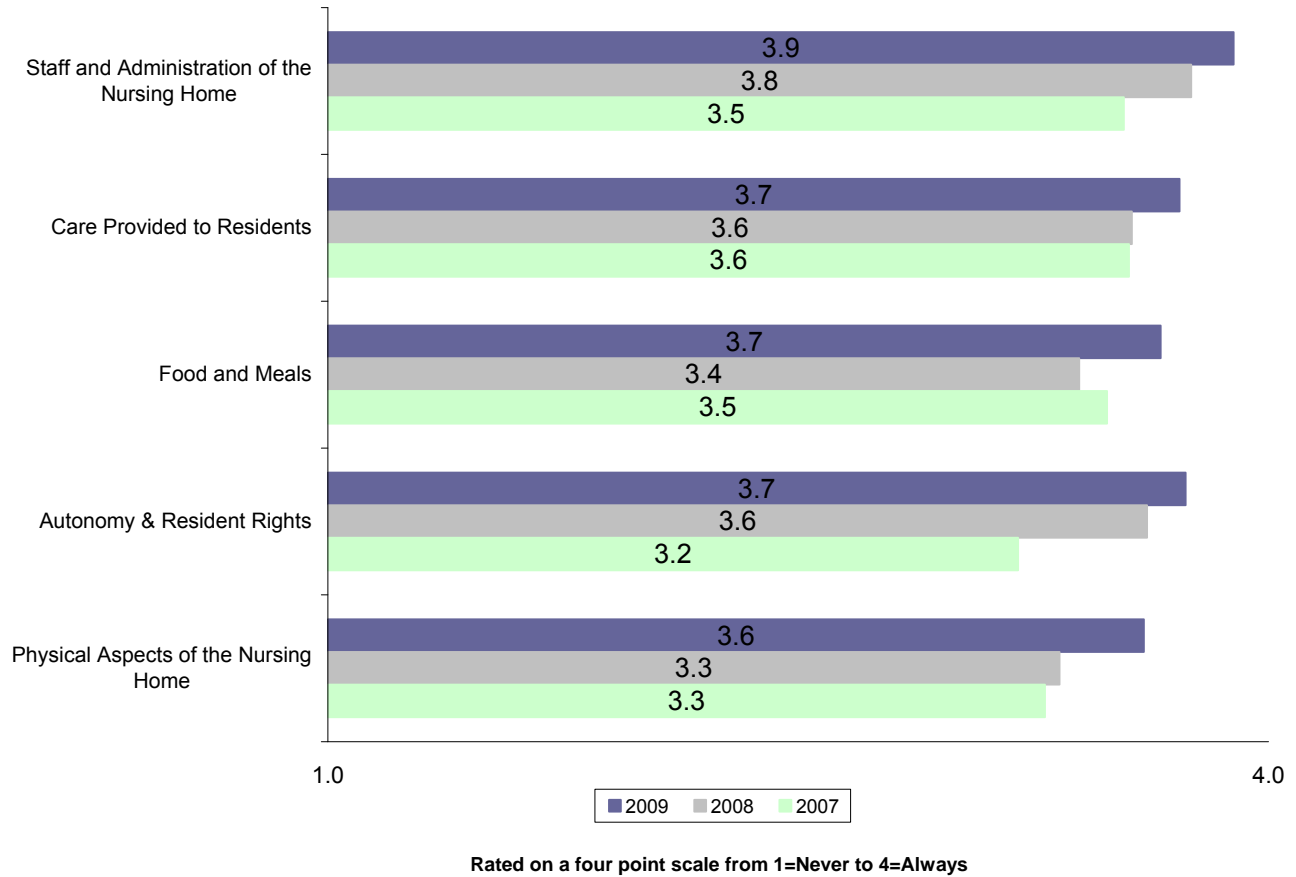
**Confidence Interval (CI):** This is a range of numbers (CI Low is the lower value and CI High is the upper value of the range). The confidence interval is the range in which the value for the “true” average lies – that is, the value if every family member or designated responsible party responded to the survey. The phrase 95% confidence indicates a 95% certainty the true average will be within the range. The confidence interval DOES NOT represent the highest and lowest rating given by parties responding to the survey.

**Scores that are Not Reported (NR):** Scores that are replaced with “NR” mean that there were less than 10 responses for that item or domain and the facility score has not been reported because of too few responses.

The Crofton Care & Rehabilitation Center peer groups are: the Central region, the 161+ Beds size category, and a For-profit facility.

## I. Areas of Care (Domain) Scores

**Figure 1.1. 2007-2009 Domain Scores for Crofton Care & Rehabilitation Center**

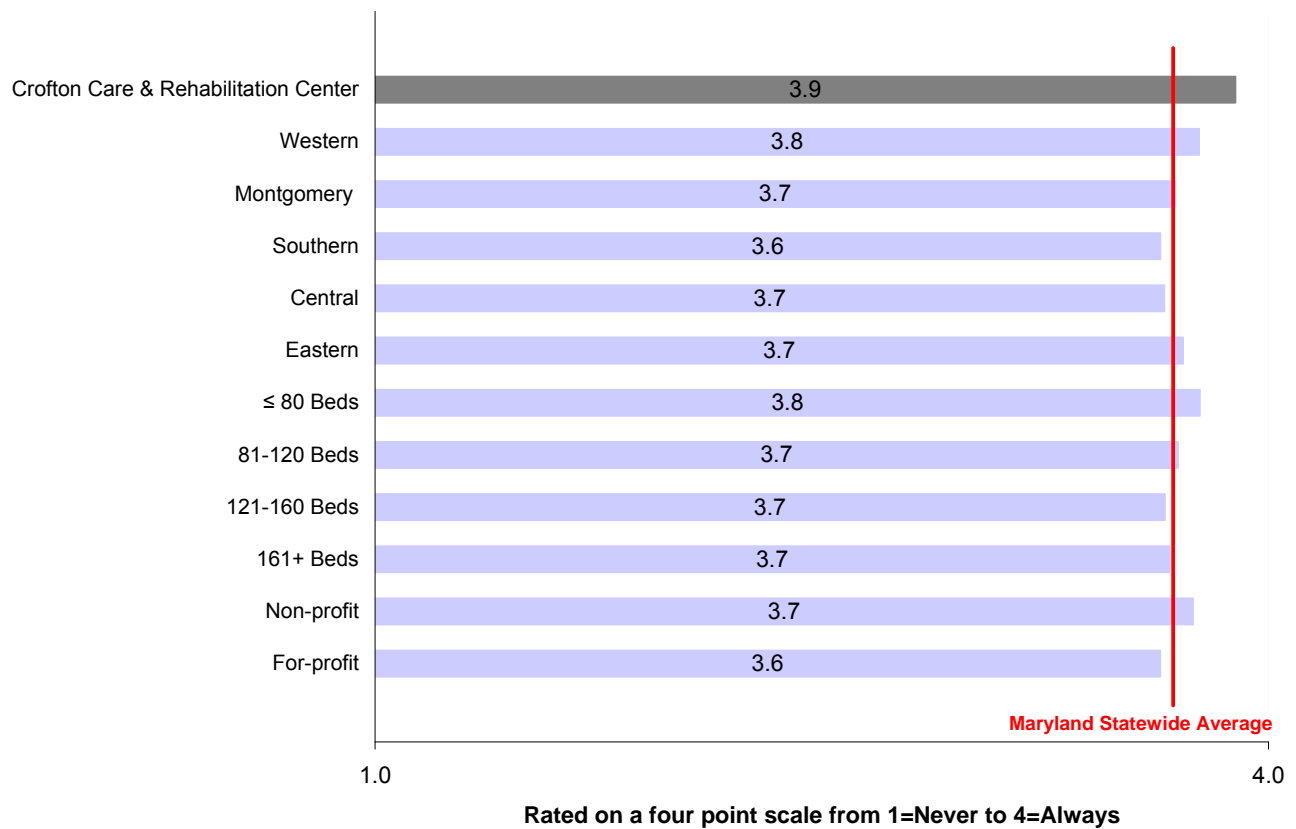


**Table 1.1. 2007-2009 Domain Scores for Crofton Care & Rehabilitation Center**

	2007			2008			2009			Significant Difference
	Score	CI Low	CI High	Score	CI Low	CI High	Score	CI Low	CI High	
Staff and Administration of the Nursing Home	3.5	3.5	3.6	3.8	3.7	3.8	3.9	3.9	3.9	↑
Care Provided to Residents	3.6	3.5	3.6	3.6	3.5	3.6	3.7	3.7	3.8	↑
Food and Meals	3.5	3.3	3.6	3.4	3.3	3.5	3.7	3.6	3.7	↑
Autonomy & Resident Rights	3.2	3.1	3.3	3.6	3.5	3.7	3.7	3.7	3.8	
Physical Aspects of the Nursing Home	3.3	3.2	3.4	3.3	3.3	3.4	3.6	3.6	3.6	↑

An up arrow (↑) indicates that the 2009 facility score is statistically significantly higher than the score in 2008 (at 95% confidence). A down arrow (↓) indicates that the 2009 score is significantly lower compared to 2008. Blank cells indicate no difference.

**Figure 1.2. 2009 Staff and Administration of the Nursing Home Domain Scores by Peer Group**

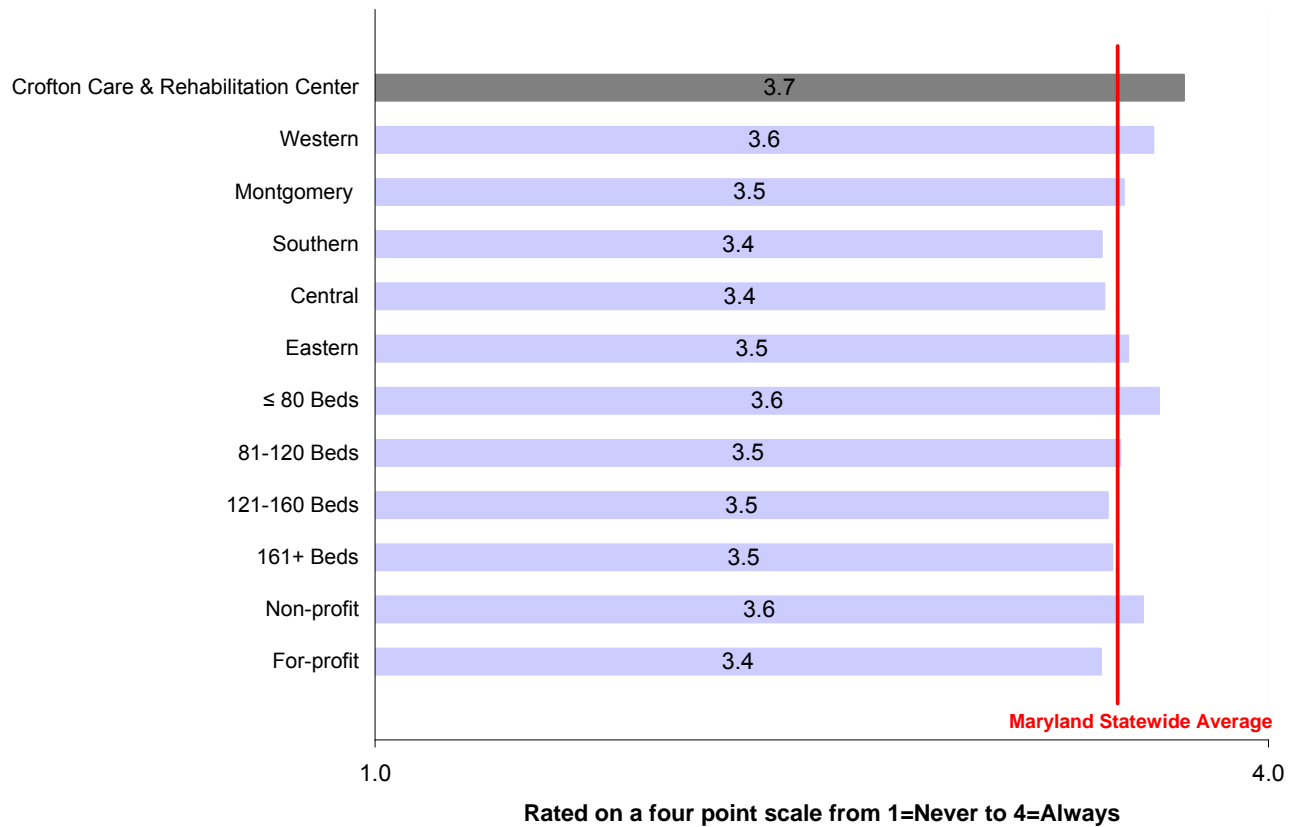


**Table 1.2. 2009 Staff and Administration of the Nursing Home Domain Scores by Peer Group**

	n	Score	CI		Significant Difference
			Low	High	
<b>Crofton Care &amp; Rehabilitation Center</b>	<b>77</b>	<b>3.9</b>	<b>3.9</b>	<b>3.9</b>	
Statewide	9,191	3.7	3.7	3.7	↑
<b>Region</b>					
Western	1,914	3.8	3.8	3.8	↑
Montgomery	1,433	3.7	3.7	3.7	↑
Southern	1,342	3.6	3.6	3.7	↑
Central	3,506	3.7	3.6	3.7	↑
Eastern	996	3.7	3.7	3.7	↑
<b>Size</b>					
≤ 80 Beds	1,071	3.8	3.8	3.8	↑
81-120 Beds	2,363	3.7	3.7	3.7	↑
121-160 Beds	2,731	3.7	3.6	3.7	↑
161+ Beds	3,026	3.7	3.7	3.7	↑
<b>Ownership Type</b>					
Non-profit	4,045	3.7	3.7	3.8	↑
For-profit	5,146	3.6	3.6	3.6	↑

An up arrow (↑) indicates that your facility has a significantly higher average score than the state or peer group, a down arrow (↓) indicates that your facility's score is significantly lower (at 95% confidence). Blank cells indicate no difference.

**Figure 1.3. 2009 Care Provided to Residents Domain Scores by Peer Group**

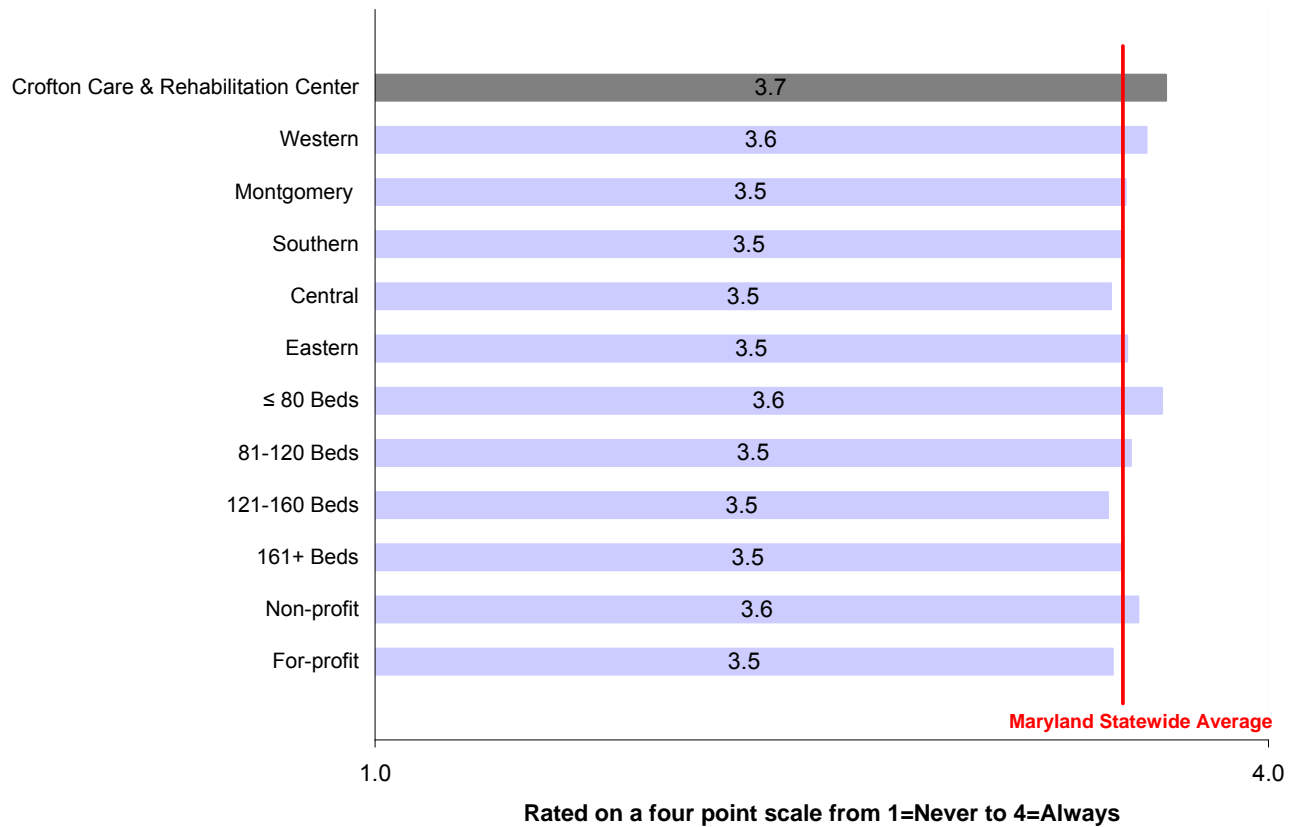


**Table 1.3. 2009 Care Provided to Residents Domain Scores by Peer Group**

	n	Score	CI		Significant Difference
			Low	High	
<b>Crofton Care &amp; Rehabilitation Center</b>	<b>76</b>	<b>3.7</b>	<b>3.7</b>	<b>3.8</b>	
Statewide	9,168	3.5	3.5	3.5	↑
<b>Region</b>					
Western	1,911	3.6	3.6	3.6	↑
Montgomery	1,445	3.5	3.5	3.5	↑
Southern	1,341	3.4	3.4	3.5	↑
Central	3,479	3.4	3.4	3.5	↑
Eastern	992	3.5	3.5	3.6	↑
<b>Size</b>					
≤ 80 Beds	1,076	3.6	3.6	3.7	
81-120 Beds	2,355	3.5	3.5	3.5	↑
121-160 Beds	2,732	3.5	3.4	3.5	↑
161+ Beds	3,005	3.5	3.5	3.5	↑
<b>Ownership Type</b>					
Non-profit	4,039	3.6	3.6	3.6	↑
For-profit	5,129	3.4	3.4	3.4	↑

An up arrow (↑) indicates that your facility has a significantly higher average score than the state or peer group, a down arrow (↓) indicates that your facility's score is significantly lower (at 95% confidence). Blank cells indicate no difference.

**Figure 1.4. 2009 Food and Meals Domain Scores by Peer Group**

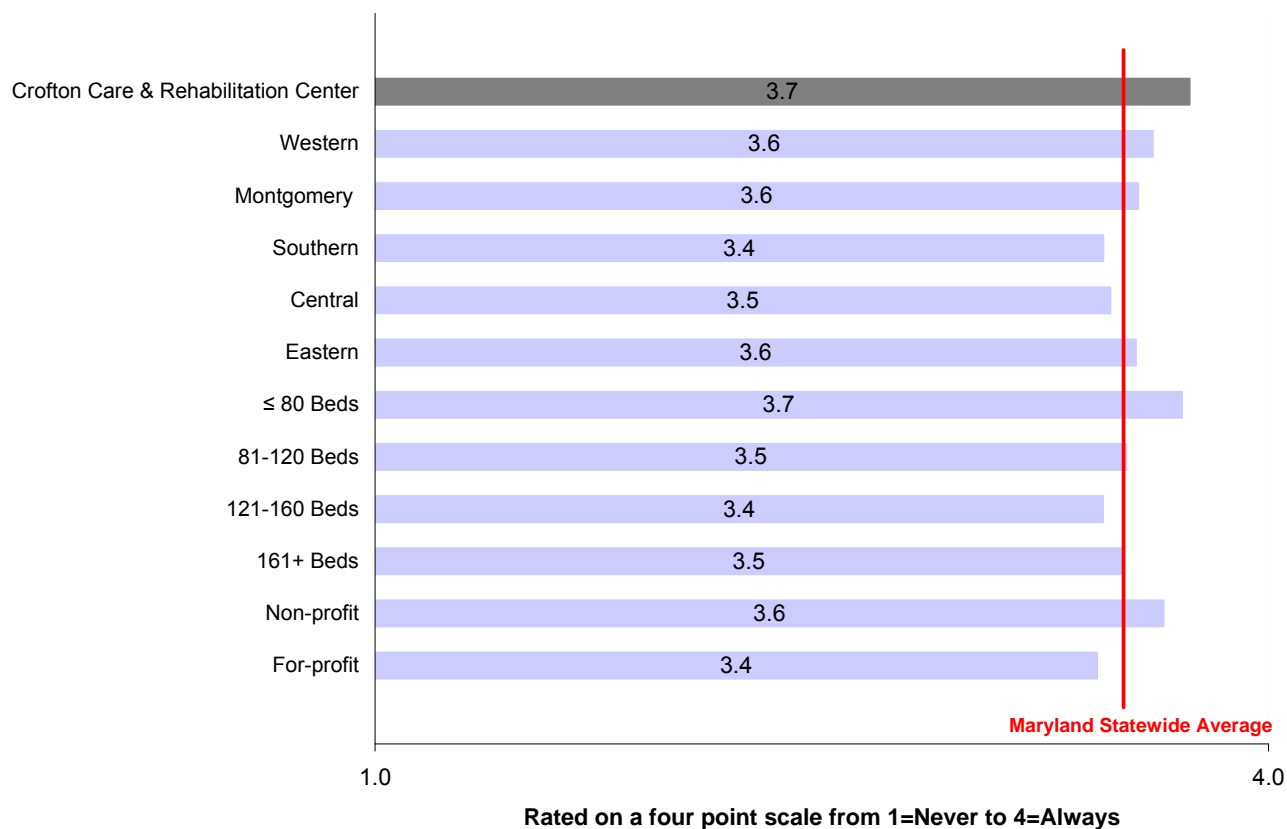


**Table 1.4. 2009 Food and Meals Domain Scores by Peer Group**

	n	Score	CI		Significant Difference
			Low	High	
<b>Crofton Care &amp; Rehabilitation Center</b>	<b>56</b>	<b>3.7</b>	<b>3.6</b>	<b>3.7</b>	
Statewide	6,527	3.5	3.5	3.5	↑
<b>Region</b>					
Western	1,431	3.6	3.6	3.6	
Montgomery	966	3.5	3.5	3.6	
Southern	956	3.5	3.5	3.5	↑
Central	2,447	3.5	3.4	3.5	↑
Eastern	727	3.5	3.5	3.6	
<b>Size</b>					
≤ 80 Beds	723	3.6	3.6	3.7	
81-120 Beds	1,695	3.5	3.5	3.6	
121-160 Beds	1,989	3.5	3.4	3.5	↑
161+ Beds	2,120	3.5	3.5	3.5	↑
<b>Ownership Type</b>					
Non-profit	2,844	3.6	3.5	3.6	
For-profit	3,683	3.5	3.5	3.5	↑

An up arrow (↑) indicates that your facility has a significantly higher average score than the state or peer group, a down arrow (↓) indicates that your facility's score is significantly lower (at 95% confidence). Blank cells indicate no difference.

**Figure 1.5. 2009 Autonomy & Resident Rights Domain Scores by Peer Group**

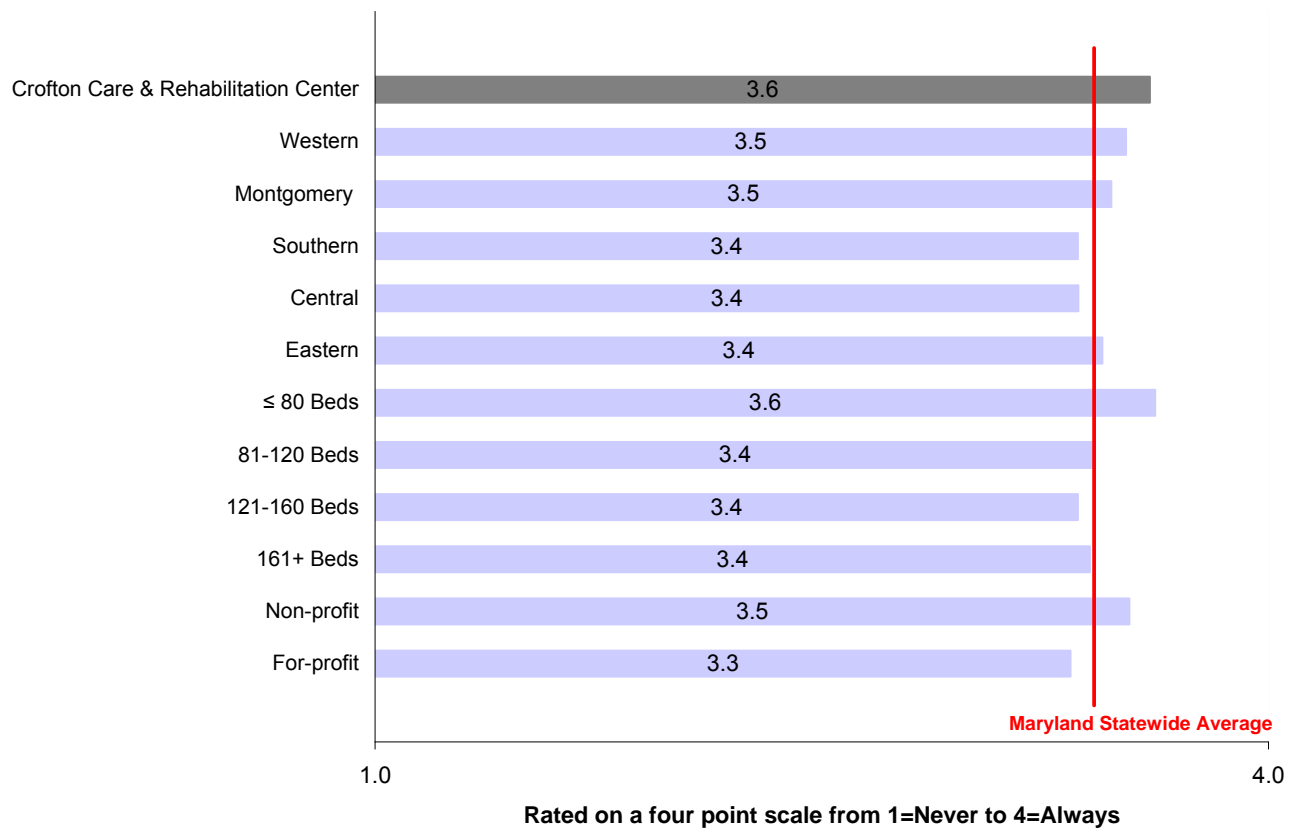


**Table 1.5. 2009 Autonomy & Resident Rights Domain Scores by Peer Group**

	n	Score	CI		Significant Difference
			Low	High	
<b>Crofton Care &amp; Rehabilitation Center</b>	<b>67</b>	<b>3.7</b>	<b>3.7</b>	<b>3.8</b>	
Statewide	8,434	3.5	3.5	3.5	↑
<b>Region</b>					
Western	1,800	3.6	3.6	3.6	↑
Montgomery	1,281	3.6	3.5	3.6	↑
Southern	1,231	3.4	3.4	3.5	↑
Central	3,200	3.5	3.4	3.5	↑
Eastern	922	3.6	3.5	3.6	↑
<b>Size</b>					
≤ 80 Beds	1,013	3.7	3.7	3.7	
81-120 Beds	2,178	3.5	3.5	3.5	↑
121-160 Beds	2,510	3.4	3.4	3.5	↑
161+ Beds	2,733	3.5	3.5	3.5	↑
<b>Ownership Type</b>					
Non-profit	3,733	3.6	3.6	3.7	
For-profit	4,701	3.4	3.4	3.4	↑

An up arrow (↑) indicates that your facility has a significantly higher average score than the state or peer group, a down arrow (↓) indicates that your facility's score is significantly lower (at 95% confidence). Blank cells indicate no difference.

**Figure 1.6. 2009 Physical Aspects of the Nursing Home Domain Scores by Peer Group**



**Figure 1.6. 2009 Physical Aspects of the Nursing Home Domain Scores by Peer Group**

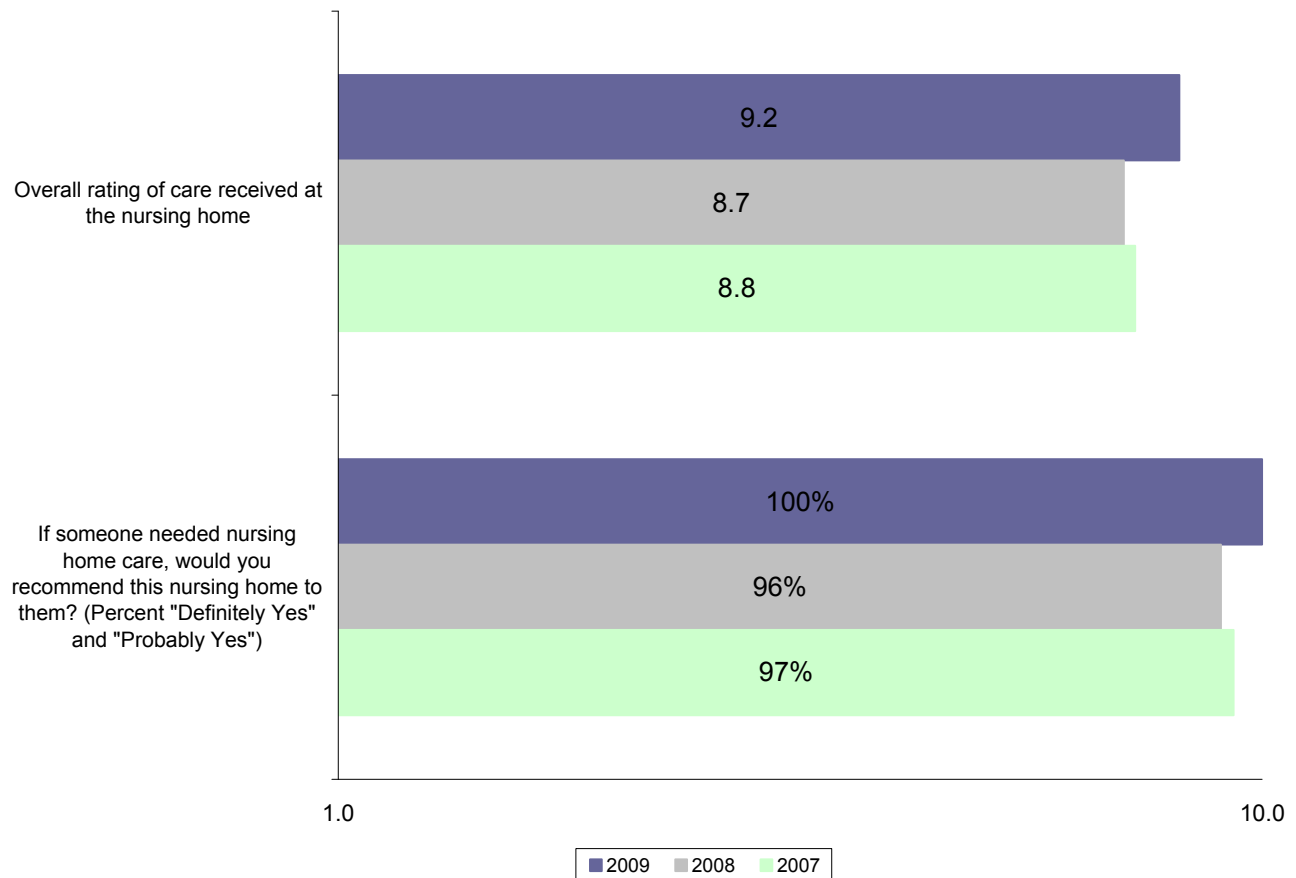
	n	Score	CI		Significant Difference
			Low	High	
<b>Crofton Care &amp; Rehabilitation Center</b>	<b>75</b>	<b>3.6</b>	<b>3.6</b>	<b>3.6</b>	
Statewide	8,994	3.4	3.4	3.4	↑
<b>Region</b>					
Western	1,881	3.5	3.5	3.5	↑
Montgomery	1,413	3.5	3.5	3.5	↑
Southern	1,325	3.4	3.3	3.4	↑
Central	3,411	3.4	3.3	3.4	↑
Eastern	964	3.4	3.4	3.5	↑
<b>Size</b>					
≤ 80 Beds	1,053	3.6	3.6	3.6	
81-120 Beds	2,307	3.4	3.4	3.4	↑
121-160 Beds	2,676	3.4	3.3	3.4	↑
161+ Beds	2,958	3.4	3.4	3.4	↑
<b>Ownership Type</b>					
Non-profit	3,982	3.5	3.5	3.5	↑
For-profit	5,012	3.3	3.3	3.3	↑

An up arrow (↑) indicates that your facility has a significantly higher average score than the state or peer group, a down arrow (↓) indicates that your facility's score is significantly lower (at 95% confidence). Blank cells indicate no difference.



## II. Overall Rating Scores

**Figure 2.1. Overall Satisfaction Scores for Crofton Care & Rehabilitation Center (2007 - 2009)**

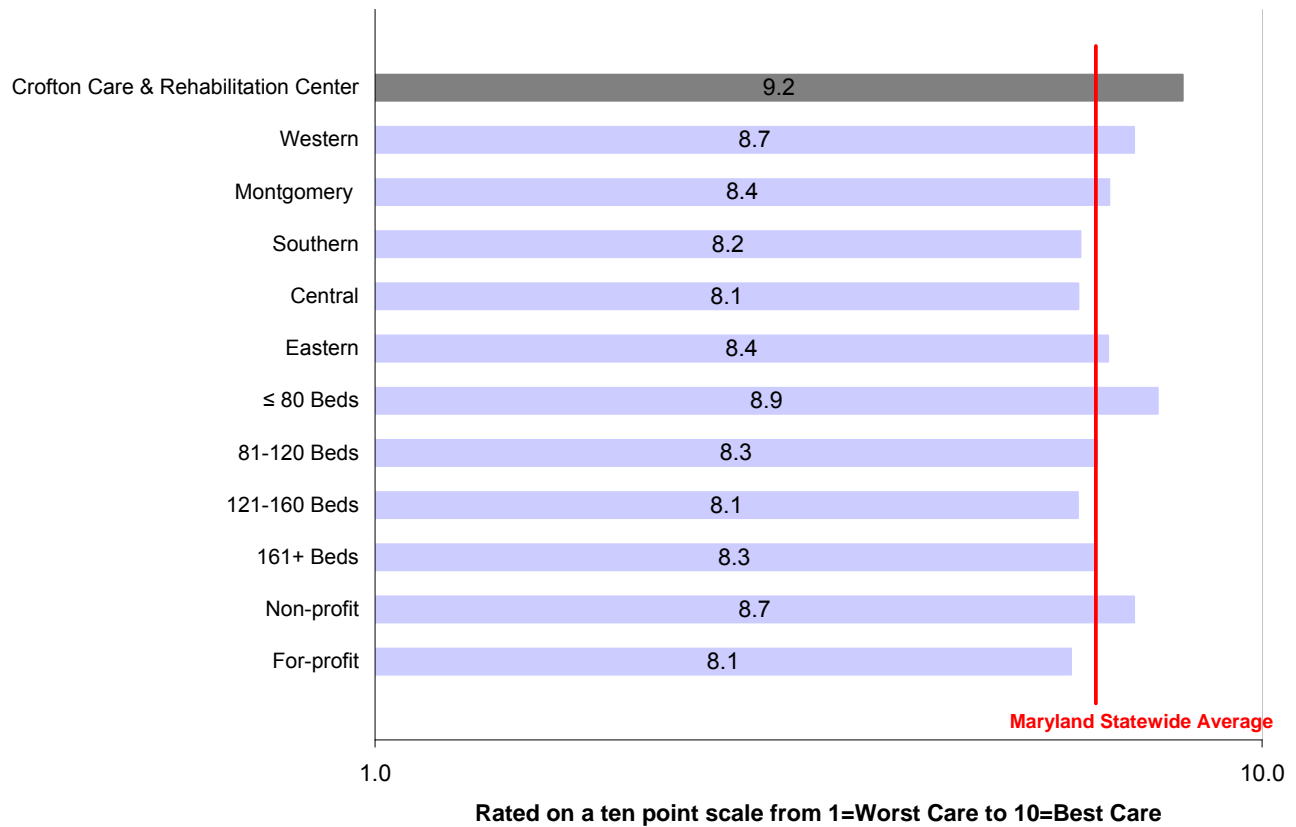


**Table 2.1. Overall Satisfaction Scores for Crofton Care & Rehabilitation Center (2007 - 2009)**

	2007			2008			2009			Significant Difference
	Score	CI Low	CI High	Score	CI Low	CI High	Score	CI Low	CI High	
Overall rating of care received at the nursing home	8.8	8.6	8.9	8.7	8.4	8.9	9.2	9.1	9.3	↑
If someone needed nursing home care, would you recommend this nursing home to them? (Percent "Definitely Yes" and "Probably Yes")	97%	95%	100%	96%	93%	99%	100%	100%	100%	↑

An up arrow (↑) indicates that the 2009 facility score is statistically significantly higher than the score in 2008 (at 95% confidence). A down arrow (↓) indicates that the 2009 score is significantly lower compared to 2008. Blank cells indicate no difference.

**Figure 2.2. 2009 Overall Rating of Care Received at the Nursing Home by Peer Group**

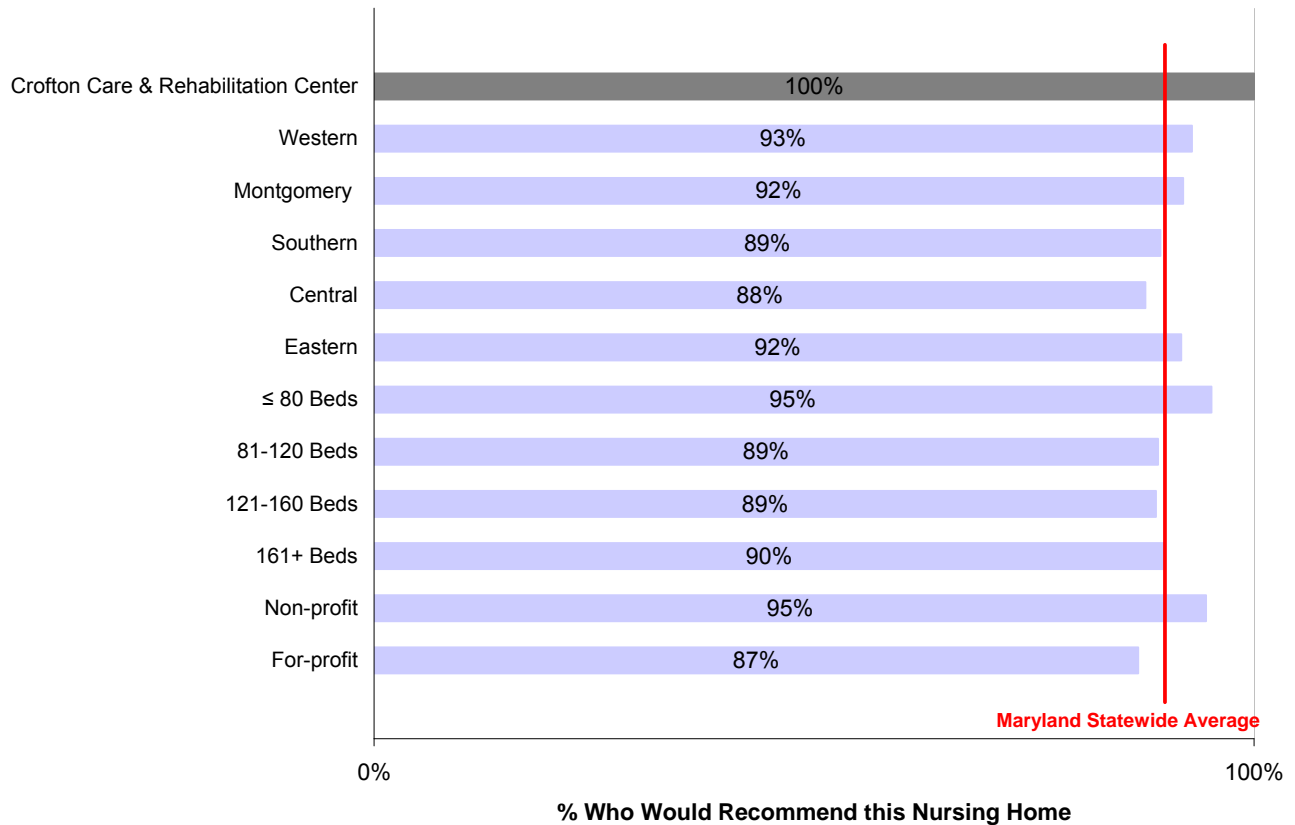


**Table 2.2. 2009 Overall Rating of Care Received at the Nursing Home by Peer Group**

	n	Score	CI		Significant Difference
			Low	High	
<b>Crofton Care &amp; Rehabilitation Center</b>	<b>77</b>	<b>9.2</b>	<b>9.1</b>	<b>9.3</b>	
Statewide	9,379	8.3	8.3	8.3	↑
<b>Region</b>					
Western	1,945	8.7	8.7	8.7	↑
Montgomery	1,469	8.4	8.4	8.5	↑
Southern	1,375	8.2	8.1	8.2	↑
Central	3,578	8.1	8.1	8.2	↑
Eastern	1,012	8.4	8.4	8.5	↑
<b>Size</b>					
≤ 80 Beds	1,087	8.9	8.9	9.0	↑
81-120 Beds	2,423	8.3	8.3	8.4	↑
121-160 Beds	2,794	8.1	8.1	8.2	↑
161+ Beds	3,075	8.3	8.2	8.3	↑
<b>Ownership Type</b>					
Non-profit	4,105	8.7	8.7	8.7	↑
For-profit	5,274	8.1	8.0	8.1	↑

An up arrow (↑) indicates that your facility has a significantly higher average score than the state or peer group, a down arrow (↓) indicates that your facility's score is significantly lower (at 95% confidence). Blank cells indicate no difference.

**Figure 2.3. If someone needed nursing home care, would you recommend this nursing home to them? (Percent of those responding “Definitely Yes” and “Probably Yes” by Peer Group) - 2009**



**Table 2.3. If someone needed nursing home care, would you recommend this nursing home to them? (Percent of those responding “Definitely Yes” and “Probably Yes” by Peer Group) - 2009**

	n	% Yes	CI		Significant Difference
			Low	High	
<b>Crofton Care &amp; Rehabilitation Center</b>	<b>77</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	
Statewide	8,523	90%	89%	90%	↑
<b>Region</b>					
Western	1,809	93%	92%	94%	↑
Montgomery	1,362	92%	91%	93%	↑
Southern	1,239	89%	88%	91%	↑
Central	3,183	88%	87%	89%	↑
Eastern	930	92%	90%	93%	↑
<b>Size</b>					
≤ 80 Beds	1,034	95%	94%	96%	↑
81-120 Beds	2,207	89%	88%	90%	↑
121-160 Beds	2,488	89%	88%	90%	↑
161+ Beds	2,794	90%	89%	91%	↑
<b>Ownership Type</b>					
Non-profit	3,896	95%	94%	95%	↑
For-profit	4,627	87%	86%	88%	↑

An up arrow (↑) indicates that your facility has a significantly higher average score than the state or peer group, a down arrow (↓) indicates that your facility’s score is significantly lower (at 95% confidence). Blank cells indicate no difference.

### III. Item Level Scores

**Table A. 2009 Facility Item Level Scores and Peer Groups**

	2009	2008		Statewide		Peer Groups					
		Score	Score	Diff	Score	Diff	Central		161+ Beds		For-profit
Crofton Care & Rehabilitation Center	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
<b>Satisfaction with Overall Experience</b>											
30. Using any number from 1 to 10, where 10 is the best care possible and 1 is the worst care possible, what number would you use to rate the care at this nursing home?	9.2	8.7	↑	8.3	↑	8.1	↑	8.3	↑	8.1	↑
31. If someone needed nursing home care, would you recommend this nursing home to them?	100%	96%	↑	90%	↑	88%	↑	90%	↑	87%	↑
<b>Staff and Administration of the Nursing Home</b>											
<i>7. In the last 6 months, if you asked for information about the resident, how often did you get the information within 48 hours?</i>	3.9	3.6	↑	3.5	↑	3.5	↑	3.5	↑	3.4	↑
<i>8. In the last 6 months, how often did the nurses and nursing assistants treat you with courtesy and respect?</i>	3.9	3.8		3.7	↑	3.7	↑	3.7	↑	3.7	↑
<i>9. In the last 6 months, did the nurses and nursing assistants treat the resident with courtesy and respect?</i>	3.8	3.7		3.6	↑	3.6	↑	3.6	↑	3.5	↑
<i>10. In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident? (% Responding "No")</i>	97%	96%		97%		96%		97%		96%	
<b>Food and Meals</b>											
<i>24. If you helped the resident with eating or drinking during any of your visits, how often did you help with eating or drinking because the nurses or nursing assistants were not available to help or made him or her wait too long?</i>	3.7	3.4	↑	3.5	↑	3.5	↑	3.5	↑	3.5	↑
<b>Autonomy &amp; Resident Rights</b>											
<i>25. If the resident desires private space for visits such as with clergy or family, is private space provided?</i>	3.7	3.6		3.5	↑	3.4	↑	3.5	↑	3.3	↑
<i>26. In the last 6 months, did you observe that the resident's or other residents' privacy was protected when the resident was dressing, showering, bathing, or in a public area?</i>	3.8	3.7		3.6	↑	3.5	↑	3.5	↑	3.5	↑
<b>Physical Aspects of the Nursing Home</b>											
<i>27. In the last 6 months, did the public areas of the nursing home look and smell clean?</i>	3.7	3.4	↑	3.5	↑	3.4	↑	3.4	↑	3.4	↑
<i>28. In the last 6 months, when you visited, how often did the resident's room look and smell clean?</i>	3.6	3.3	↑	3.4	↑	3.3	↑	3.3	↑	3.3	↑
<i>29. In the last 6 months, when you visited, was the noise level around the resident's room acceptable to you?</i>	3.6	3.2	↑	3.4	↑	3.4	↑	3.4	↑	3.4	↑

An up arrow (↑) indicates that your facility's score is statistically significantly higher compared to the score in 2008, the statewide score or the peer group score; a down arrow (↓) indicates that your facility's score is significantly lower (at 95% confidence). Blank cells indicate no difference.

"NR" means that there were less than 10 responses for that item and the facility score has not been reported because of low response.

Questions shown in italic print are the questions that calculate domain scores.

**Table A (Continued). 2009 Facility Item Level Scores and Peer Groups**

	2009	2008		Statewide		Peer Groups					
		Score	Score	Diff	Score	Diff	Central		161+ Beds		For-profit
Crofton Care & Rehabilitation Center	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
<b>Care Provided to Residents</b>											
<i>11. Were you invited to participate in a care conference in the last 6 months? (% Responding "Yes")</i>	95%	97%		93%		91%		92%		91%	
12. In the last 6 months, how often were you involved as much as you wanted in care decisions?	3.8	3.6		3.4	↑	3.4	↑	3.4	↑	3.3	↑
13. In the last 6 months, during any of your visits, did you help the resident with toileting? (% Responding "Yes")	5%	16%	↓	22%	↓	23%	↓	23%	↓	23%	↓
<i>14. In the last 6 months, how often, if at all, did you help with toileting because the nurses or nursing assistants either were not available or made him or her wait too long?</i>	NR	3.0		3.0		2.9		3.0		2.9	
<i>15. In the last 6 months, did the resident look and smell clean?</i>	3.6	3.4		3.4	↑	3.3	↑	3.4	↑	3.3	↑
16. In the last 6 months, did the resident use the nursing home's laundry service for his or her clothes? (% Responding "Yes")	69%	60%		66%		63%		63%		64%	
<i>17. In the last 6 months, how often were you satisfied with the laundry service the resident received?</i>	3.5	3.2		3.2	↑	3.1	↑	3.1	↑	3.1	↑
18. In the last 6 months, did you see any resident, including this resident, behave in a way that made it hard for nurses or nursing assistants to provide care? (% Responding "Yes")	24%	40%	↓	28%		27%		30%		26%	
<i>19. How often did nurses/nursing aides handle the situation in a way that was acceptable to you?</i>	3.6	3.7		3.4		3.4		3.4		3.4	↑
20. In the last 6 months, did you have issues or concerns with the care the resident received in the nursing home? (% Responding "No")	74%	58%	↑	60%	↑	59%	↑	59%	↑	59%	↑
21. In the last 6 months, did you discuss any issues or concerns with nursing home staff? (% Responding "Yes", among those with concerns with care resident receives)	100%	100%		97%	↑	97%	↑	98%	↑	97%	↑
<i>22. In the last 6 months, were you satisfied with the way the nursing home staff handled issues or concerns that you brought to their attention?</i>	3.1	3.0		2.9		2.8	↑	2.9		2.8	↑
<i>23. In the last 6 months, did you ever stop yourself from talking to any nursing home staff about your concerns because you thought they might take it out on the resident? (% Responding "No")</i>	99%	89%	↑	91%	↑	90%	↑	91%	↑	90%	↑

An up arrow (↑) indicates that your facility's score is statistically significantly higher compared to the score in 2008, the statewide score or the peer group score; a down arrow (↓) indicates that your facility's score is significantly lower (at 95% confidence). Blank cells indicate no difference.

"NR" means that there were less than 10 responses for that item and the facility score has not been reported because of low response.

Questions shown in italic print are the questions that calculate domain scores.