



PINNACLE™

QUALITY INSIGHT

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SAMPLE NURSING FACILITY

The following contains a summary of the non-scoring questions: "Areas Appreciated", "Recommended Improvements", and "Valued Most Statements" from the last 365 days.

Areas Appreciated

- I have appreciated the staff.
- They are nice.
- I like it all! There isn't anything that we don't like.
- We got very good service once they realized the family would be there every day.
- They are good to her.
- I dealt with the head nurse, and she was very helpful to me.
- I appreciate them rallying around John when Ed died.
- It seems to be alright.
- I have more good to say about the day staff than the night staff. They seem to be pretty attentive compared to the night staff.
- I loved the staff!
- Everything was satisfactory. It's just a dreadful place to be in. We will leave it at that. I don't have anything else to say. Good-bye.
- We knew my mom was not going to be around for very long. She had decided that she did not want to live, and there was nothing that anyone could do about it. Even though she had decided this, they still had a very life-affirming attitude. The kinds of things that they did were upbeat. If she wanted to change her mind, there were people there who wanted to help. For example, when they were rolling her to change her, they made her help. She was responsible for as much of her care as possible. The other places she was in took more of a hospice approach.
- I appreciate that they know who I am and who I belong to.
- The nurses are all good to her, and I've never seen her mistreated. I've never seen anything that was out of control.
- I think their nurses and aides are really good.
- They seem to be friendly.
- I've only been there twice, so I don't really know what to say about this.
- I like the people there. They have been very nice to Jane.
- I varies from staff to staff. I like some of the aides. Joey is one that I like. Rhonda is a nurse, and I like her. Ilene is another one.
- He got his medications on time.
- I don't know.
- The nursing staff was good.
- She's become familiar with the people and they seem to know her.
- The staff is very pleasant.
- The place seems to be pretty clean.
- Everything has been first class there!
- They all seem to be really nice.
- No, not really.
- I loved Stephanie! She was very knowledgeable and helped me, because I didn't know the proper procedures. It made a big difference because I didn't know what to do.
- At least half of the nurses seem proficient in their jobs.
- I was real pleased with the care he received there.
- They really took good care of me.

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Areas Appreciated

- He received proper nutrition.
- What they did really worked because I'm now walking.
- Jamie, Julie and Jenny went above and beyond the call of duty.
- They have been like family to us.
- They were wonderful! They were so good to him.
- They are friendly and happy to answer my questions.
- I appreciate the fact that you called. As you can tell, I had a good experience.
- They take good care of her.
- They are really fixing up the place.
- I like the facility because it is conveniently located to where I live.
- The people are friendly.
- Any request I have, it happens.
- I've been impressed with them.
- They know a lot about her.
- The nursing staff was very kind to her. They seem to have enough nurses for the amount of people they have there.
- It's clean.
- I was pleased with the correspondence from the nursing staff and the office.
- The atmosphere is nice. There is no bad smell.
- They were thorough with me.
- They take good care of her.
- I can tell a difference in her and know she's happy.
- They did what they told us they would do as far as exercising him.
- They are really understanding because I still get tearful.
- The retention of the CNAs was great. They had some nurses that were still there who had treated my aunt three years ago. There was a good core base of employees.
- I think the service has improved a great deal.
- They have everything she needs as far as doctors being present, a beauty shop, etc. I like that she can have her hair done there. Anything that can create less hassle for me is a good thing.
- They seem to give her personal attention because they realize she doesn't have family in the area.
- It was a very fresh and clean facility.
- Overall, they did a fine job.
- He was very happy there to the point that he probably didn't even want to come home. Because of Medicare only paying for twenty days, we had to bring him on home.
- The floors are shiny.
- The people there are great.
- The staff is good.
- The nurses are great. They are good to talk to the doctor when I have questions.
- My concern was that when I was 2,800 miles away--was my mom going to be safe. I felt comfortable enough to keep her there.

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Recommended Improvements

- No.
 - I don't know how they'd improve it, but the laundry needs help. It gets frustrating for the residents when their things get lost.
 - I don't know.
 - I'd like to get my money back. He died on July fifth, and we still haven't received a refund.
 - She needs to get a different pair of shoes to help prevent her from falling.
 - I can't suggest anything for them to improve.
 - It would be nice if they wouldn't lose her clothes.
 - When I go to visit, I get mixed up and a bit lost.
 - I don't think they are doing enough therapy so I'm not happy with that. She complains that they aren't helping her enough with her balance.
 - I can't think of anything to suggest.
- My mom was in a county facility. One of the things that I appreciated was that we got a listing of the services and the supplies that were paid for under Medicaid and things that needed to be paid for under private pay. You knew if you had to pay for the Kleenex or other things. I had no idea what I was being charged for at Sample Nursing. It would be good even if they had a statement that said, "The nursing includes such and such..." It would be good if they let people know what is incorporated in the things that you are paying for. For example, when she got there, there was a Ziploc bag with a toothbrush and other items. We already brought one for her. We didn't know if we were being charged or if it was in the base charge that everyone was already charged. You just have to know!
 - We were told by the director that they will be painting. I look forward to that.
 - My mom is 100 years old. They are doing the best they can.
 - No, not really.
 - They are not really taking care of him. He is in a diaper right now. They won't answer his call button. They've taken several hours to respond to him. He says it's at least two hours minimum. It's supposed to be a skilled nursing facility. They aren't giving him what he needs.
 - On weekends they still need more help. Those are the two days I really feel are important for me to visit because of the lack of help during that time. It's not that they aren't looking after her, but there just isn't enough.
 - We had an incident last week. My brother was there, and he couldn't get my mother to speak to him. I had to point out that my mother's condition had changed drastically in just a few days: her oxygen had dropped too low. They missed this.

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Recommended Improvements

- They could use more staff so that they could catch the call lights on time. That was one of his concerns.
- I was in a room at the end of the hall, which may have made it more difficult for them to check on me frequently.
- There were mix-ups with the insurance. They had wrong information, and I tried to tell them that. They claimed they weren't being paid, but I had statements from the bank proving that they were.
- My sister is in the same room and needs to be offered more water. She has problems with swallowing and needs water at least six times a day. Her name is Wilma Flintstone. She also has bleeding bed sores.
- Over the weekend the kitchen ran out of food. This was confirmed by the administrator and the head nurse. I talked to both of them. They had beef tips for lunch, but they ran out after only a third were fed. For breakfast she got part of an egg. For dinner she got a bologna sandwich. That doesn't cut it.
- I think they could contact me a little more frequently. I would really appreciate them taking the time to call me every so often.
- I can't suggest anything for them to improve.
- I know they are understaffed, but they could get her to the bathroom a little more often. She has a lot of accidents.
- No.
- The activity room is really dark. It was depressing.
- I really couldn't.
- The meals came cold when I had to eat in my room.
- There have been times when I'll go in to see him, and I find him crooked down at the bottom of the bed. They could at least look in on him to make sure he's comfortable.
- They are short staffed.
- When I came back after being at the hospital for three days, my room and bed was left exactly the same. They hadn't even come in to clean up.
- I bought her three new sweat suits, and I saw another resident with it on.
- They had checks stolen out of their room, and over \$3000.00 was stolen from using those checks.
- The service wasn't very good in the beginning.
- They don't have enough food at times. It's fine for my sister, but others complain about that.
- I talked to the administrator, who was extremely pleasant about the hideous smell. She agreed and said she was working on it.
- She's had some items stolen, which is frustrating. I sent her a picture of myself and my daughter. They took that and the frame. I sent her clothes for the holidays, and that was stolen, too.
- My mother is incontinent and has irritable bowel problems. Quite often between 11:00 and 1:30, she needs to use the bathroom, and it takes them quite long to get in there to help her. She is strong willed and has fallen because no help arrived. That is a problem.
- I've noticed it has taken more than an hour for them to respond to the call light.

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Recommended Improvements

- They used to be excellent, but in the last three weeks there have been many instances that have really upset me. I know I need to call the Director of Nursing. She is unaware of everything, unless he has told her.
- It took them an hour to get me help when I was having my second heart attack in the bathroom.
- John's wheelchair was also stolen.
- The menu selection isn't that great either.
- My mother's roommate had horrible smelling urine and feces. On numerous occasions they would leave her dirty diaper in the bathroom that they shared. My mother had bad lungs and the smell caused her not to be able to breathe without an inhaler. They finally moved her roommate out yesterday.
- One night my mother had an accident, and I put the call light on, but nobody came. I ended up changing her bedding. They need to check that out.
- I knocked some milk and spilled it on my bed. The girl came in right away, but she never came back to clean it up. I was very ill and needed to get back in the bed. Finally, the fellow that took my blood sugar changed it for me after I asked him for help. I found that my bed had a sagging hole where my hips were. I asked for a different bed several times, but it never happened.
- The office staff was rude.
- I'm not happy with these situations that are going on.
- I was upset that they didn't tell us about the things that were stolen.
- Jane's eyeglasses are also missing. We can't find them anywhere.

Valued Most Statements

- The thing that I value most is cleanliness and an attentive staff.
- One of the things I look for is how it smells.
- The care.
- I value pretty much all of the things we discussed. It's important that they are kind to her and keep her clean.
- The care of the patient.
- I look for a good staff.
- I look for a place that can give her good care. That's all I want.
- Cleanliness, attention to the patient, and notifying the family of any problems.
- I value the overall care he received. I value not having to worry about him staying in wet clothes during his stay.
- I value the overall quality of care they offer to the residents. That includes all of the things we just talked about: communication, cleanliness, knowing the family, and responding to their needs.
- Cleanliness and respect as well as the individual care she gets.
- I value a clean environment and people that care.
- I value the care. I watch for how they take care of them. I also watch for cleanliness. I think those two things are very important. I worked for the state for a long time, so I understand all of that.
- I value their ability to have patience with the residents.
- This was my first experience. I value having someone answer the call light in a timely manner.

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Valued Most Statements

- I value that they receive the best care possible. They need to make sure they are safe and follow through on what needs to be done.
- Protection of the residents, cleanliness, and being respectful to the patients. It's nice for them to be creative in getting the patients to participate in activities.
- I'll tell you what turned me off when I saw another facility. I saw two nurses ignoring several patients sitting in front of the nurses' station. They also didn't even acknowledge me. I like to be acknowledged and for my loved one to be treated with respect.
- I value the fact that the people are treated with respect and dignity. I expect them to have patience with those who can't verbally communicate. It's important to be clean as well.
- That they treat the people in there correctly and that they don't treat them like cattle.
- I value the respect and dignity they give her.
- Cleanliness, attention to the residents and their specific needs, and communication with the family.
- I value their ability to get me up and moving again.