

Rhode Island Department of Health 2018 Nursing Home Satisfaction Report

Area of Performance										
Nursing Home (Alphabetical by Name)	Bed Size	Surveys Sent	Response Rate (%)	Survey Type*	Quality of Environment	Quality of Services	Quality of Experience	Recommend Facility	Overall Staff Rating	Overall Care Rating
<i>Alpine Nursing Home</i>	60	47	47%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆
		19	100%	<i>Resident</i>	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆
<i>Apple Rehab Clipper</i>	60	28	21%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		20	90%	<i>Resident</i>	◆◆	◆◆	◆◆	◆	◆◆	◆◆
<i>Apple Rehab Watch Hill</i>	60	47	26%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆	◆	◆◆
		8	50%	<i>Resident</i>	I	I	I	I	I	I
<i>Avalon Nursing Home</i>	31	22	23%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		18	94%	<i>Resident</i>	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆	◆◆
<i>Ballou Home for the Aged</i>	43	42	52%	<i>Res. Rep.</i>	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆
		21	33%	<i>Resident</i>	N/A	N/A	N/A	N/A	N/A	N/A
<i>Bannister House</i>	161	53	15%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		71	86%	<i>Resident</i>	◆	◆	◆	◆	◆	◆
<i>Bayberry Commons</i>	110	80	39%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		90	8%	<i>Resident</i>	N/A	N/A	N/A	N/A	N/A	N/A
<i>Berkshire Place</i>	210	106	15%	<i>Res. Rep.</i>	◆	◆◆	◆◆	◆◆	◆◆	◆◆
		186	40%	<i>Resident</i>	◆◆	◆◆	◆◆	◆	◆◆	◆
<i>Bethany Home of Rhode Island</i>	33	14	50%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		8	100%	<i>Resident</i>	N/A	N/A	N/A	N/A	N/A	N/A
<i>Brentwood Nursing Home</i>	96	52	44%	<i>Res. Rep.</i>	◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		23	100%	<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<i>Briarcliffe Manor</i>	122	57	21%	<i>Res. Rep.</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		57	89%	<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<i>Brookdale Cumberland</i>	30	14	43%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		6	83%	<i>Resident</i>	N/A	N/A	N/A	N/A	N/A	N/A
<i>Brookdale Sakonnet Bay</i>	30	23	26%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		9	0%	<i>Resident</i>	N/A	N/A	N/A	N/A	N/A	N/A

◆◆◆ Statistically better than the Rhode Island average

◆◆ Statistically about the same as the Rhode Island average

◆ Statistically worse than the Rhode Island average

N/A Fewer than 10 responses, so no statistical comparison is possible

I Insufficient number of surveys sent to obtain adequate data

* To align with the definitions used in the Reform of Requirement for Long-Term Care Facilities released by the Center for Medicare & Medicaid Services (CMS) in 2017, we will hereafter refer to the "Family Survey" as the "Resident Representative Survey".

Rhode Island Department of Health 2018 Nursing Home Satisfaction Report

Area of Performance										
Nursing Home (Alphabetical by Name)	Bed Size	Surveys Sent	Response Rate (%)	Survey Type*	Quality of Environment	Quality of Services	Quality of Experience	Recommend Facility	Overall Staff Rating	Overall Care Rating
Brookdale Smithfield	60	21	19%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		24	96%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Brookdale South Bay	41	27	41%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		15	73%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Cedar Crest Nursing Ctr	156	101	35%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		17	88%	<i>Resident</i>	I	I	I	I	I	I
Charlesgate Nursing Ctr	120	82	17%	<i>Res. Rep.</i>	◆	◆	◆◆	◆◆	◆◆	◆◆
		57	84%	<i>Resident</i>	◆	◆◆	◆	◆	◆◆	◆◆
Cherry Hill Manor	170	120	41%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		77	92%	<i>Resident</i>	◆◆	◆◆◆	◆◆	◆◆◆	◆◆	◆◆
Cortland Place	80	31	39%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		18	78%	<i>Resident</i>	◆◆	◆◆	◆	◆◆	◆◆	◆
Coventry Skilled Nursing & Rehab	210	113	19%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		62	98%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Cra-Mar Meadows	41	33	36%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		10	100%	<i>Resident</i>	N/A	◆◆	◆◆	◆◆	◆◆	◆◆
Crestwood Nursing & Conv. Home	76	52	35%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		21	90%	<i>Resident</i>	◆	◆	◆	◆◆	◆◆	◆◆
Eastgate Nursing & Recovery Ctr	68	20	15%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		30	40%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Elderwood at Riverside	57	34	44%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		16	100%	<i>Resident</i>	◆◆	◆	◆◆	◆◆	◆◆	◆◆
Elderwood at Scallop Shell	80	50	44%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		18	100%	<i>Resident</i>	◆	◆	◆	◆◆	◆◆	◆◆
Elmhurst Rehab & Healthcare Ctr	206	75	24%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆	◆	◆
		43	95%	<i>Resident</i>	◆	◆	◆	◆	◆	◆

◆◆◆ Statistically better than the Rhode Island average

N/A Fewer than 10 responses, so no statistical comparison is possible

◆◆ Statistically about the same as the Rhode Island average

I Insufficient number of surveys sent to obtain adequate data

◆ Statistically worse than the Rhode Island average

* To align with the definitions used in the Reform of Requirement for Long-Term Care Facilities released by the Center for Medicare & Medicaid Services (CMS) in 2017, we will hereafter refer to the "Family Survey" as the "Resident Representative Survey".

Rhode Island Department of Health 2018 Nursing Home Satisfaction Report

Area of Performance										
Nursing Home (Alphabetical by Name)	Bed Size	Surveys Sent	Response Rate (%)	Survey Type*	Quality of Environment	Quality of Services	Quality of Experience	Recommend Facility	Overall Staff Rating	Overall Care Rating
Elmwood Nursing & Rehab Center	70	55	13%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		21	90%	<i>Resident</i>	◆◆	◆◆	◆	◆◆	◆◆	◆◆
Evergreen House Health Ctr	160	95	27%	<i>Res. Rep.</i>	◆	◆◆	◆◆	◆◆	◆◆	◆◆
		52	88%	<i>Resident</i>	◆	◆◆	◆	◆◆	◆◆	◆◆
Friendly Home	126	100	43%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆
		59	97%	<i>Resident</i>	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆
Golden Crest Nursing Ctr	152	108	27%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		74	96%	<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
Grace Barker Nursing Center	86	44	39%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆
		30	97%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Grand Islander Center	146	72	32%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆◆
		43	98%	<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
Grandview Ctr	72	45	31%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		25	100%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Greenville Skilled Nursing & Rehab	131	89	29%	<i>Res. Rep.</i>	◆	◆	◆	◆	◆	◆
		30	87%	<i>Resident</i>	◆	◆	◆◆	◆◆	◆◆	◆◆
Greenwood Care & Rehab Ctr	130	77	12%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		43	79%	<i>Resident</i>	◆	◆◆	◆	◆	◆	◆
Hallworth House	57	27	30%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		8	100%	<i>Resident</i>	I	I	I	I	I	I
Harris Health Care Ctr - North	32	8	38%	<i>Res. Rep.</i>	I	I	I	I	I	I
		18	100%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Harris Health Ctr	31	3	0%	<i>Res. Rep.</i>	I	I	I	I	I	I
		15	93%	<i>Resident</i>	◆	◆◆	◆	◆	◆◆	◆
Hattie Ide Chaffee Home	60	18	22%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		18	0%	<i>Resident</i>	N/A	N/A	N/A	N/A	N/A	N/A

◆◆◆ Statistically better than the Rhode Island average

◆◆ Statistically about the same as the Rhode Island average

◆ Statistically worse than the Rhode Island average

N/A Fewer than 10 responses, so no statistical comparison is possible

I Insufficient number of surveys sent to obtain adequate data

* To align with the definitions used in the Reform of Requirement for Long-Term Care Facilities released by the Center for Medicare & Medicaid Services (CMS) in 2017, we will hereafter refer to the "Family Survey" as the "Resident Representative Survey".

Rhode Island Department of Health 2018 Nursing Home Satisfaction Report

Area of Performance										
Nursing Home (Alphabetical by Name)	Bed Size	Surveys Sent	Response Rate (%)	Survey Type*	Quality of Environment	Quality of Services	Quality of Experience	Recommend Facility	Overall Staff Rating	Overall Care Rating
Heatherwood Nursing & Subacute Ctr	114	69	28%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		43	95%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Hebert Nursing Home	133	80	19%	<i>Res. Rep.</i>	◆	◆	◆	◆	◆	◆
		40	98%	<i>Resident</i>	◆	◆	◆	◆	◆	◆
Heritage Hills Nursing & Rehab	100	68	31%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		47	94%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Holiday Retirement Home	170	128	41%	<i>Res. Rep.</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		47	98%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Hopkins Manor Ltd	200	125	31%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		57	98%	<i>Resident</i>	◆	◆◆	◆	◆	◆	◆
Jeanne Jugan Residence - Little Sisters of the Poor	46	44	52%	<i>Res. Rep.</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		31	97%	<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
John Clarke Retirement Ctr	60	49	41%	<i>Res. Rep.</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		25	76%	<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
Kent Regency Ctr	153	98	30%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		69	83%	<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
Kingston Center	55	37	24%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		27	93%	<i>Resident</i>	◆	◆◆	◆◆	◆	◆◆	◆
Linn Health Care Ctr	84	51	35%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		53	85%	<i>Resident</i>	◆◆	◆◆	◆◆	◆	◆	◆
Mansion Nursing and Rehab Ctr	62	39	15%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		36	39%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Morgan Health Ctr	120	71	31%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		31	94%	<i>Resident</i>	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆
Mount St. Rita Health Ctr	98	43	40%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		44	70%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆

◆◆◆ Statistically better than the Rhode Island average

◆◆ Statistically about the same as the Rhode Island average

◆ Statistically worse than the Rhode Island average

N/A Fewer than 10 responses, so no statistical comparison is possible

I Insufficient number of surveys sent to obtain adequate data

* To align with the definitions used in the Reform of Requirement for Long-Term Care Facilities released by the Center for Medicare & Medicaid Services (CMS) in 2017, we will hereafter refer to the "Family Survey" as the "Resident Representative Survey".

Rhode Island Department of Health 2018 Nursing Home Satisfaction Report

Area of Performance										
Nursing Home (Alphabetical by Name)	Bed Size	Surveys Sent	Response Rate (%)	Survey Type*	Quality of Environment	Quality of Services	Quality of Experience	Recommend Facility	Overall Staff Rating	Overall Care Rating
Oak Hill Health Center	129	82	10%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		54	0%	<i>Resident</i>	N/A	N/A	N/A	N/A	N/A	N/A
Oakland Grove Health Care Ctr	172	105	23%	<i>Res. Rep.</i>	◆	◆	◆	◆	◆◆	◆◆
		65	0%	<i>Resident</i>	N/A	N/A	N/A	N/A	N/A	N/A
Orchard View Manor Nursing & Rehab Ctr	166	121	21%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆
		55	98%	<i>Resident</i>	◆	◆	◆	◆	◆◆	◆◆
Overlook Nursing & Rehab Ctr	100	67	48%	<i>Res. Rep.</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		37	73%	<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
Pawtucket Skilled Nursing & Rehab	154	79	19%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		62	98%	<i>Resident</i>	◆	◆	◆	◆	◆	◆
Pine Grove Health Center	71	15	33%	<i>Res. Rep.</i>	I	I	I	I	I	I
		29	72%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Rhode Island Veterans Home	260	177	39%	<i>Res. Rep.</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆
		81	68%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Riverview Healthcare Community	190	153	35%	<i>Res. Rep.</i>	◆◆	◆	◆◆	◆◆	◆	◆
		82	82%	<i>Resident</i>	◆	◆	◆	◆◆	◆◆	◆◆
Roberts Health Ctr	66	53	49%	<i>Res. Rep.</i>	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆
		23	96%	<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
Royal Middletown Nursing & Rehab Center	50	36	28%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		19	79%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Royal Westerly	66	49	31%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		12	100%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆
Saint Elizabeth Home, EG	168	121	46%	<i>Res. Rep.</i>	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆
		45	91%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆◆
Saint Elizabeth Manor, East Bay	133	115	28%	<i>Res. Rep.</i>	◆◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆
		65	85%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆

◆◆◆ Statistically better than the Rhode Island average

◆◆ Statistically about the same as the Rhode Island average

◆ Statistically worse than the Rhode Island average

N/A Fewer than 10 responses, so no statistical comparison is possible

I Insufficient number of surveys sent to obtain adequate data

* To align with the definitions used in the Reform of Requirement for Long-Term Care Facilities released by the Center for Medicare & Medicaid Services (CMS) in 2017, we will hereafter refer to the "Family Survey" as the "Resident Representative Survey".

Rhode Island Department of Health 2018 Nursing Home Satisfaction Report

Area of Performance										
Nursing Home (Alphabetical by Name)	Bed Size	Surveys Sent	Response Rate (%)	Survey Type*	Quality of Environment	Quality of Services	Quality of Experience	Recommend Facility	Overall Staff Rating	Overall Care Rating
Scalabrini Villa	120	57	40%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆
		23	30%	<i>Resident</i>	N/A	N/A	N/A	N/A	N/A	N/A
Scandinavian Home	74	65	26%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		38	79%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Silver Creek Manor	128	90	31%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		44	89%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆
South County Nursing & Rehab Ctr	120	64	28%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		33	70%	<i>Resident</i>	◆◆	◆	◆◆	◆	◆◆	◆◆
South Kingstown Nursing and Rehab Ctr	96	66	32%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		33	88%	<i>Resident</i>	◆	◆◆	◆◆	◆◆	◆◆	◆◆
St. Antoine Residence	260	185	42%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆
		78	74%	<i>Resident</i>	◆	◆◆	◆	◆◆	◆◆	◆◆
St. Clare Home	60	45	44%	<i>Res. Rep.</i>	◆	◆	◆	◆◆	◆◆	◆◆
		44	23%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	N/A
Steere House Nursing & Rehab Ctr	120	169	19%	<i>Res. Rep.</i>	◆◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		48	67%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Summit Commons Rehab & Health Care Ctr	146	50	8%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		115	0%	<i>Resident</i>	N/A	N/A	N/A	N/A	N/A	N/A
Sunny View Nursing Home	57	28	46%	<i>Res. Rep.</i>	◆◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆
		12	100%	<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
Tockwotton on the Waterfront	52	33	39%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		13	100%	<i>Resident</i>	◆◆	◆◆	◆	◆◆	◆◆	◆◆
Trinity Health & Rehab Ctr	185	122	11%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆	◆◆	◆◆
		110	57%	<i>Resident</i>	◆	◆	◆	◆	◆	◆
Village at Waterman Lake	22	25	24%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		5	40%	<i>Resident</i>	N/A	N/A	N/A	N/A	N/A	N/A

◆◆◆ Statistically better than the Rhode Island average

N/A Fewer than 10 responses, so no statistical comparison is possible

◆◆ Statistically about the same as the Rhode Island average

I Insufficient number of surveys sent to obtain adequate data

◆ Statistically worse than the Rhode Island average

* To align with the definitions used in the Reform of Requirement for Long-Term Care Facilities released by the Center for Medicare & Medicaid Services (CMS) in 2017, we will hereafter refer to the "Family Survey" as the "Resident Representative Survey".

**Rhode Island Department of Health
2018 Nursing Home Satisfaction Report**

Area of Performance										
Nursing Home (Alphabetical by Name)	Bed Size	Surveys Sent	Response Rate (%)	Survey Type*	Quality of Environment	Quality of Services	Quality of Experience	Recommend Facility	Overall Staff Rating	Overall Care Rating
Village House Convalescent Home	95	61	25%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆
		30	90%	<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆
Warren Skilled Nursing & Rehab	63	23	35%	<i>Res. Rep.</i>	N/A	N/A	N/A	N/A	N/A	N/A
		14	71%	<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	N/A	N/A
Waterview Villa Rehab & Health Care Ctr	132	94	19%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		34	24%	<i>Resident</i>	N/A	N/A	N/A	N/A	N/A	N/A
West Shore Health Ctr	145	107	25%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		39	51%	<i>Resident</i>	◆◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
West View Nursing & Rehab Ctr	120	39	26%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆
		36	100%	<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
Westerly Health Ctr	106	75	41%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		26	81%	<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
Woodpecker Hill Health Ctr	41	33	36%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		8	75%	<i>Resident</i>	N/A	N/A	N/A	N/A	N/A	N/A
Woonsocket Health Ctr	150	68	24%	<i>Res. Rep.</i>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
		27	100%	<i>Resident</i>	◆	◆	◆	◆◆	◆◆	◆◆

◆◆◆ Statistically better than the Rhode Island average

◆◆ Statistically about the same as the Rhode Island average

◆ Statistically worse than the Rhode Island average

N/A Fewer than 10 responses, so no statistical comparison is possible

I Insufficient number of surveys sent to obtain adequate data

* To align with the definitions used in the Reform of Requirement for Long-Term Care Facilities released by the Center for Medicare & Medicaid Services (CMS) in 2017, we will hereafter refer to the "Family Survey" as the "Resident Representative Survey".