



PINNACLE™

QUALITY INSIGHT

HIPAA PROTECTED DATA

This document contains confidential information, protected by law, regarding recipients of health care services. This information is being provided as permitted under HIPAA regulations and provisions governing treatment, payment, and operations. If you are not authorized to view HIPAA-sensitive data pertaining to **SAMPLE NURSING FACILITY**, do not read, distribute, or reproduce this document or the information it contains. If you have received this document in error, please destroy it.

SAMPLE NURSING FACILITY
ADMISSION

 Name: **Jane Doe**

 Person Contacted: **John Doe**

Placement / Discharge Reason: **We looked at different nursing homes and decided they were the best one.**

How often do/did you visit/contact? **I've gone to visit her three times because I don't like to drive that far in traffic.**

Areas Appreciated:

It's a nice place.

The nurses seem to do a good job.

Recommended Improvements:

The doctor told us that she'd have wound care, and that hasn't been done. They are supposed to change her wound dressings.

Ratings:	Clarifiers:
Overall Quality of Stay:	4
Nursing Care:	4 Sometimes she has a hard time getting a nurse to help her, but I guess they are busy.
Dining Service:	3 She has told them time after time that she can't have gravy on her food. They still put it on her food, and it makes her real sick ever since she had gallbladder surgery.
Quality of Food:	NS I don't know.
Facility Cleanliness:	4
Individual Needs:	4
Laundry Service:	4 I haven't heard her say anything bad about it.
Communication from Facility:	4 They have communicated pretty well with me.
Response to Problems:	4
Treatment/Dignity/Respect:	4
Recommend Facility to Others:	4
Recreational Activities:	NS I don't know anything about that.
Professional Therapy Services:	4 She hasn't been able to stand much. I guess it's alright.
Admission Process:	4
Overall Safety:	4

What is valued most? I value that they can give her the best care possible.

SAMPLE NURSING FACILITY
DISCHARGE

 Name: **John Doe**

 Person Contacted: **John Doe**

 Placement / Discharge Reason: **I'm not sure why they were chosen. / I got well enough to go home.**

 How often do/did you visit/contact? **N/A**
Areas Appreciated:

I didn't have any problems with it. The people were very nice.

Recommended Improvements:

Late at night a man was going to put ice on me and spilled water all over the floor. I got up to use the restroom and about fell on the water because they didn't clean it up.

Other than that, the service was fine. I was quite sedated for a while, so I didn't know what was going on.

Ratings:	Clarifiers:
Overall Quality of Stay:	4
Nursing Care:	4 They were pretty nice.
Dining Service:	NS I can't remember.
Quality of Food:	NS I can't remember. I wasn't eating good because I had no appetite while I was there.
Facility Cleanliness:	4 It was fine except for that one time I mentioned before.
Individual Needs:	5
Laundry Service:	NS I don't know. I don't think I used that service.
Communication from Facility:	4.5 I didn't have any trouble with that.
Response to Problems:	4.5 I didn't really have any major problems.
Treatment/Dignity/Respect:	5
Recommend Facility to Others:	5 I wouldn't mind recommending them at all.
Recreational Activities:	NS I don't know enough about that.
Professional Therapy Services:	5
Admission Process:	NS I don't remember that.
Overall Safety:	5 I felt fine after they got my medications under control. They gave me a lot of stuff that made me crazy. I was seeing things. I was out of my mind.

What is valued most?

I've never had an experience with one before. I value that they have good response to the patients' needs.

SAMPLE NURSING FACILITY
DISCHARGE

 Name: **Jane Doe**

 Person Contacted: **John Doe**

 Placement / Discharge Reason: **We chose them for their location. / Death.**

 How often do/did you visit/contact? **I went to see her once or twice a day.**
Areas Appreciated:

The long-term staff seemed compassionate in their care.

Recommended Improvements:

Their communication within the staff about the patients' needs could improve.

They had a high turnover rate with employees, and as a result, some of the staff didn't know the what the patients' needs were. Some didn't act like they cared.

Ratings:	Clarifiers:
Overall Quality of Stay:	2 See Recommended Improvements.
Nursing Care:	3 Her skin care was very good, but other things were pretty bad. They weren't consistent in her care. The communication with the family about specific needs was not the best. I'm trying to think in an objective way. The nurses did communicate well. They called Steve when she fell or about other situations. The aides were the problem. She had to be hospitalized because of dehydration. Even though we left specific instructions to leave her drinks during the day, it still wasn't done. We had to go once or twice a day to make sure her needs were being met.
Dining Service:	2 It was very slow. Steve went every morning to feed her breakfast. He communicated with the staff that he would do that, but he would still have to wait for her food tray for a long time. The dining room was also very noisy. They lacked dignity in feeding the residents. They would sit there and laugh over personal issues. It was just rude. We saw residents go from table to table in their wheelchairs eating off of other plates.
Quality of Food:	2 The food didn't look appetizing at all. It wasn't presented well. I'm sorry to have to say this.
Facility Cleanliness:	4
Individual Needs:	1
Laundry Service:	2 We didn't use that service. I did her laundry and would pick it up every two or three days. We had a sign saying that we did her laundry, but people would still put her things in the community hamper. The laundry room was also dirty.
Communication from Facility:	2 If I asked questions to an aide, they never knew the answer.

SAMPLE NURSING FACILITY
DISCHARGE

 Name: **Jane Doe**

 Person Contacted: **John Doe**

Response to Problems:	4	When things were brought to their attention, it was good because my husband was there in a non-confronting way.
Treatment/Dignity/Respect:	3	It was little things like making sure her face was clean after medicines were given or after a meal. They needed to provide consistent oral hygiene.
Recommend Facility to Others:	1	See previous comments.
Recreational Activities:	5	She couldn't participate. They weren't good at taking her to the activity room.
Professional Therapy Services:	3	They needed to have a plan of care that was followed through by the nursing staff. The physical therapist and occupational therapist had things that they wanted done, but the nursing staff did what was the easiest.
Admission Process:	3	
Overall Safety:	2	They should have had better training for the staff to assist the physically handicapped patients. This would have helped prevent abrasions when getting them in and out of bed.

What is valued most? Safe care that focuses on the individual patient's needs.