

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	Star Rating	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	51%	88%		83%	81%	85%	4,335
ALLEN							
MORAN MANOR	63%	68%	3.94	66%	72%	62%	19
WINDSOR PLACE AT IOLA LLC ***	***	***	***	***	***	***	***
ANDERSON							
ANDERSON COUNTY HOSPITAL LTCU	69%	100%	4.62	100%	100%	100%	16
PARKVIEW HEIGHTS	78%	100%	4.80	93%	90%	97%	18
ATCHISON							
ATCHISON SENIOR VILLAGE ***	***	***	***	***	***	***	***
DOOLEY CENTER	87%	97%	4.78	94%	94%	52%	31
MEDICALODGES ATCHISON	54%	50%	3.92	65%	83%	77%	15
BARBER							
KIOWA DISTRICT MANOR ***	***	***	***	***	***	***	***
BARTON							
CHERRY VILLAGE ***	***	***	***	***	***	***	***
GREAT BEND HEALTH & REHAB CENTER ***	***	***	***	***	***	***	***
WOODHAVEN CARE CENTER	47%	94%	4.25	86%	86%	89%	18
BOURBON							
FORT SCOTT MANOR ***	***	***	***	***	***	***	***
MEDICALODGES FORT SCOTT *	63%	100%	4.24	88%	82%	94%	8
BROWN							
MAPLE HEIGHTS NURSING & REHAB CENTER	69%	100%	4.65	85%	77%	91%	13
MISSION VILLAGE LIVING CENTER	54%	69%	3.85	57%	54%	67%	13
BUTLER							
EL DORADO CARE & REHAB CENTER, LLC	48%	91%	4.16	90%	91%	88%	25
FOUNTAINVIEW NURSING & REHAB CENTER	42%	67%	3.90	58%	69%	79%	12
LAKEPOINT NRS & REHAB CENTER OF EL DORADO ***	***	***	***	***	***	***	***
LAKEPOINT NURSING CENTER ***	***	***	***	***	***	***	***
LIFE CARE CENTER OF ANDOVER ***	***	***	***	***	***	***	***
MEDICALODGES DOUGLASS	13%	75%	3.78	75%	69%	56%	11
VICTORIA FALLS	35%	81%	4.13	53%	61%	75%	27
WHEAT STATE MANOR	80%	90%	4.58	81%	78%	85%	11
CHASE							
CHASE COUNTY CARE & REHAB CENTER	50%	89%	4.27	86%	90%	83%	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

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Info & education	Patient safety	Physical comfort	Relationships	Respect for patient preferences	Supportive services	n-size
State average for Kansas facilities	79%	77%	80%	78%	81%	83%	4,335
ALLEN							
MORAN MANOR	63%	68%	79%	82%	74%	70%	19
WINDSOR PLACE AT IOLA LLC ***	***	***	***	***	***	***	***
ANDERSON							
ANDERSON COUNTY HOSPITAL LTCU	100%	73%	93%	88%	98%	92%	16
PARKVIEW HEIGHTS	97%	88%	93%	94%	99%	94%	18
ATCHISON							
ATCHISON SENIOR VILLAGE ***	***	***	***	***	***	***	***
DOOLEY CENTER	92%	95%	87%	92%	92%	93%	31
MEDICALODGES ATCHISON	53%	71%	84%	60%	75%	76%	15
BARBER							
KIOWA DISTRICT MANOR ***	***	***	***	***	***	***	***
BARTON							
CHERRY VILLAGE ***	***	***	***	***	***	***	***
GREAT BEND HEALTH & REHAB CENTER ***	***	***	***	***	***	***	***
WOODHAVEN CARE CENTER	97%	81%	91%	80%	82%	88%	18
BOURBON							
FORT SCOTT MANOR ***	***	***	***	***	***	***	***
MEDICALODGES FORT SCOTT *	69%	88%	92%	75%	88%	91%	8
BROWN							
MAPLE HEIGHTS NURSING & REHAB CENTER	80%	69%	76%	77%	85%	74%	13
MISSION VILLAGE LIVING CENTER	58%	76%	58%	65%	62%	56%	13
BUTLER							
EL DORADO CARE & REHAB CENTER, LLC	81%	81%	84%	84%	82%	75%	25
FOUNTAINVIEW NURSING & REHAB CENTER	58%	71%	76%	54%	75%	64%	12
LAKEPOINT NRS & REHAB CENTER OF EL DORADO ***	***	***	***	***	***	***	***
LAKEPOINT NURSING CENTER ***	***	***	***	***	***	***	***
LIFE CARE CENTER OF ANDOVER ***	***	***	***	***	***	***	***
MEDICALODGES DOUGLASS	64%	83%	73%	63%	75%	82%	11
VICTORIA FALLS	61%	65%	74%	56%	67%	73%	27
WHEAT STATE MANOR	86%	78%	96%	82%	82%	100%	11
CHASE							
CHASE COUNTY CARE & REHAB CENTER	93%	90%	71%	75%	87%	78%	11

Information & education

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

Supportive services

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

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

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	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
ALLEN							
MORAN MANOR	3.94	★	★	★	★	☆	19
WINDSOR PLACE AT IOLA LLC ***	***	***	***	***	***	***	***
ANDERSON							
ANDERSON COUNTY HOSPITAL LTCU	4.62	★	★	★	★	☆	16
PARKVIEW HEIGHTS	4.80	★	★	★	★	★	18
ATCHISON							
ATCHISON SENIOR VILLAGE ***	***	***	***	***	***	***	***
DOOLEY CENTER	4.78	★	★	★	★	★	31
MEDICALODGES ATCHISON	3.92	★	★	★	★	☆	15
BARBER							
KIOWA DISTRICT MANOR ***	***	***	***	***	***	***	***
BARTON							
CHERRY VILLAGE ***	***	***	***	***	***	***	***
GREAT BEND HEALTH & REHAB CENTER ***	***	***	***	***	***	***	***
WOODHAVEN CARE CENTER	4.25	★	★	★	★	☆	18
BOURBON							
FORT SCOTT MANOR ***	***	***	***	***	***	***	***
MEDICALODGES FORT SCOTT *	4.24	★	★	★	★	☆	8
BROWN							
MAPLE HEIGHTS NURSING & REHAB CENTER	4.65	★	★	★	★	☆	13
MISSION VILLAGE LIVING CENTER	3.85	★	★	★	★	☆	13
BUTLER							
EL DORADO CARE & REHAB CENTER, LLC	4.16	★	★	★	★	☆	25
FOUNTAINVIEW NURSING & REHAB CENTER	3.90	★	★	★	★	☆	12
LAKEPOINT NRS & REHAB CENTER OF EL DORADO ***	***	***	***	***	***	***	***
LAKEPOINT NURSING CENTER ***	***	***	***	***	***	***	***
LIFE CARE CENTER OF ANDOVER ***	***	***	***	***	***	***	***
MEDICALODGES DOUGLASS	3.78	★	★	★	★	☆	11
VICTORIA FALLS	4.13	★	★	★	★	☆	27
WHEAT STATE MANOR	4.58	★	★	★	★	☆	11
CHASE							
CHASE COUNTY CARE & REHAB CENTER	4.27	★	★	★	★	☆	11

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Star Rating	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	51%	88%		83%	81%	85%	4,335
CHAUTAUQUA							
PLEASANT VALLEY MANOR	39%	82%	4.09	93%	87%	88%	28
CHEROKEE							
GALENA NURSING & REHAB CENTER	70%	93%	4.60	91%	90%	100%	27
MEDICALODGES COLUMBUS	42%	89%	4.43	89%	85%	89%	19
QUAKER HILL MANOR	43%	100%	4.61	93%	86%	100%	14
CHEYENNE							
GOOD SAMARITAN SOCIETY - CHEYENNE COUNTY	41%	100%	4.34	82%	90%	81%	17
CLARK							
MINNEOLA DISTRICT HOSPITAL LTCU *	78%	89%	4.64	94%	92%	100%	9
CLAY							
CLAY CENTER PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
MEDICALODGES CLAY CENTER	44%	73%	3.72	65%	66%	73%	11
WAKEFIELD CARE & REHABILITATION CENTER	29%	79%	4.10	78%	67%	59%	18
CLOUD							
MOUNT JOSEPH SENIOR VILLAGE LLC	50%	83%	4.16	92%	80%	92%	12
PARK VILLA ***	***	***	***	***	***	***	***
SUNSET HOME INC *	25%	88%	4.17	94%	79%	94%	8
THE NICOL HOME *	44%	78%	3.67	72%	76%	94%	9
COFFEY							
LIFE CARE CENTER OF BURLINGTON	63%	94%	3.99	90%	89%	93%	35
COMANCHE							
PIONEER LODGE *	44%	100%	4.07	71%	64%	63%	9
PROTECTION VALLEY MANOR	68%	85%	4.16	74%	68%	69%	23
COWLEY							
ARKANSAS CITY PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
CUMBERNAULD VILLAGE ***	***	***	***	***	***	***	***
KANSAS VETERANS HOME	57%	93%	4.17	75%	76%	77%	28
MEDICALODGES ARKANSAS CITY	53%	94%	4.34	82%	82%	71%	17
WINFIELD REST HAVEN II LLC	63%	89%	4.53	65%	87%	84%	20
WINFIELD SENIOR LIVING COMMUNITY	45%	95%	4.16	80%	77%	85%	22
CRAWFORD							
ARMA HEALTH & REHABILITATION	30%	90%	4.69	90%	80%	80%	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
- 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

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Info & education	Patient safety	Physical comfort	Relationships	Respect for patient preferences	Supportive services	n-size
State average for Kansas facilities	79%	77%	80%	78%	81%	83%	4,335
CHAUTAUQUA							
PLEASANT VALLEY MANOR	82%	80%	76%	89%	89%	82%	28
CHEROKEE							
GALENA NURSING & REHAB CENTER	87%	83%	89%	89%	90%	88%	27
MEDICALODGES COLUMBUS	84%	75%	85%	84%	94%	98%	19
QUAKER HILL MANOR	85%	71%	82%	86%	88%	83%	14
CHEYENNE							
GOOD SAMARITAN SOCIETY - CHEYENNE COUNTY	91%	76%	68%	91%	81%	84%	17
CLARK							
MINNEOLA DISTRICT HOSPITAL LTCU *	88%	88%	87%	100%	93%	93%	9
CLAY							
CLAY CENTER PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
MEDICALODGES CLAY CENTER	61%	72%	77%	65%	66%	76%	11
WAKEFIELD CARE & REHABILITATION CENTER	56%	72%	75%	50%	66%	82%	18
CLOUD							
MOUNT JOSEPH SENIOR VILLAGE LLC	79%	67%	85%	71%	82%	83%	12
PARK VILLA ***	***	***	***	***	***	***	***
SUNSET HOME INC *	81%	81%	73%	81%	93%	92%	8
THE NICOL HOME *	50%	78%	73%	89%	66%	96%	9
COFFEY							
LIFE CARE CENTER OF BURLINGTON	88%	78%	82%	80%	82%	87%	35
COMANCHE							
PIONEER LODGE *	55%	67%	57%	83%	64%	70%	9
PROTECTION VALLEY MANOR	69%	81%	86%	62%	74%	79%	23
COWLEY							
ARKANSAS CITY PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
CUMBERNAULD VILLAGE ***	***	***	***	***	***	***	***
KANSAS VETERANS HOME	73%	77%	75%	64%	79%	75%	28
MEDICALODGES ARKANSAS CITY	79%	62%	85%	75%	78%	80%	17
WINFIELD REST HAVEN II LLC	73%	73%	83%	73%	85%	92%	20
WINFIELD SENIOR LIVING COMMUNITY	65%	80%	75%	68%	73%	62%	22
CRAWFORD							
ARMA HEALTH & REHABILITATION	85%	85%	84%	68%	81%	90%	10

Information & education

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

Supportive services

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

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

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	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
CHAUTAQUA							
PLEASANT VALLEY MANOR	4.09	★	★	★	★	☆	28
CHEROKEE							
GALENA NURSING & REHAB CENTER	4.60	★	★	★	★	★	27
MEDICALODGES COLUMBUS	4.43	★	★	★	★	★	19
QUAKER HILL MANOR	4.61	★	★	★	★	★	14
CHEYENNE							
GOOD SAMARITAN SOCIETY - CHEYENNE COUNTY	4.34	★	★	★	★	★	17
CLARK							
MINNEOLA DISTRICT HOSPITAL LTCU *	4.64	★	★	★	★	★	9
CLAY							
CLAY CENTER PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
MEDICALODGES CLAY CENTER	3.72	★	★	★	☆	☆	11
WAKEFIELD CARE & REHABILITATION CENTER	4.10	★	★	★	★	☆	18
CLOUD							
MOUNT JOSEPH SENIOR VILLAGE LLC	4.16	★	★	★	★	☆	12
PARK VILLA ***	***	***	***	***	***	***	***
SUNSET HOME INC *	4.17	★	★	★	★	☆	8
THE NICOL HOME *	3.67	★	★	★	☆	☆	9
COFFEY							
LIFE CARE CENTER OF BURLINGTON	3.99	★	★	★	★	☆	35
COMANCHE							
PIONEER LODGE *	4.07	★	★	★	★	☆	9
PROTECTION VALLEY MANOR	4.16	★	★	★	★	☆	23
COWLEY							
ARKANSAS CITY PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
CUMBERNAULD VILLAGE ***	***	***	***	***	***	***	***
KANSAS VETERANS HOME	4.17	★	★	★	★	☆	28
MEDICALODGES ARKANSAS CITY	4.34	★	★	★	★	★	17
WINFIELD REST HAVEN II LLC	4.53	★	★	★	★	★	20
WINFIELD SENIOR LIVING COMMUNITY	4.16	★	★	★	★	☆	22
CRAWFORD							
ARMA HEALTH & REHABILITATION	4.69	★	★	★	★	★	10

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Star Rating	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	51%	88%		83%	81%	85%	4,335
CRAWFORD							
MEDICALODGES FRONTENAC	63%	83%	4.32	87%	87%	89%	19
MEDICALODGES GIRARD	80%	87%	4.56	83%	86%	86%	15
MEDICALODGES PITTSBURG	75%	94%	4.37	91%	89%	100%	16
PITTSBURG CARE & REHABILITATION CENTER	50%	76%	3.93	82%	82%	98%	25
VIA CHRISTI VILLAGE PITTSBURG, INC. ***	***	***	***	***	***	***	***
DECATUR							
GOOD SAMARITAN SOCIETY - DECATUR COUNTY	57%	95%	4.50	95%	95%	81%	21
DICKINSON							
CHAPMAN VALLEY MANOR ***	***	***	***	***	***	***	***
ENTERPRISE ESTATES NURSING CENTER *	50%	100%	4.30	100%	92%	100%	4
LEGACY ON HERINGTON	46%	88%	3.98	92%	77%	100%	16
MEMORIAL HOSPITAL LTCU (VILLAGE MANOR)	67%	95%	4.45	97%	88%	93%	31
DONIPHAN							
HIGHLAND HEALTHCARE & REHAB CENTER ***	***	***	***	***	***	***	***
WATHENA HEALTHCARE AND REHAB CENTER ***	***	***	***	***	***	***	***
DOUGLAS							
BALDWIN HEALTHCARE & REHAB CENTER, LLC ***	***	***	***	***	***	***	***
BRANDON WOODS AT ALVAMAR	54%	100%	4.28	79%	78%	96%	30
LAWRENCE MEMORIAL HOSPITAL SNF ***	***	***	***	***	***	***	***
LAWRENCE PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
MEDICALODGES EUDORA	56%	97%	4.41	81%	92%	100%	31
PIONEER RIDGE RETIREMENT COMMUNITY	56%	100%	4.35	94%	92%	100%	10
EDWARDS							
MEDICALODGES KINSLEY	55%	82%	4.10	66%	76%	91%	11
ELLIS							
GOOD SAMARITAN SOCIETY - ELLIS ***	***	***	***	***	***	***	***
GOOD SAMARITAN SOCIETY - HAYS	29%	79%	4.08	82%	66%	93%	15
VIA CHRISTI VILLAGE HAYS	50%	96%	4.54	73%	74%	82%	46
ELLSWORTH							
GOOD SAMARITAN SOCIETY - ELLSWORTH VILLAGE	57%	100%	4.52	93%	97%	100%	22
WILSON HEALTH & REHABILITATION	36%	91%	4.25	82%	82%	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?

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

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Info & education	Patient safety	Physical comfort	Relationships	Respect for patient preferences	Supportive services	n-size
State average for Kansas facilities	79%	77%	80%	78%	81%	83%	4,335
CRAWFORD							
MEDICALODGES FRONTENAC	82%	82%	85%	87%	88%	89%	19
MEDICALODGES GIRARD	73%	90%	81%	80%	88%	79%	15
MEDICALODGES PITTSBURG	90%	87%	92%	88%	91%	84%	16
PITTSBURG CARE & REHABILITATION CENTER	88%	86%	68%	82%	85%	86%	25
VIA CHRISTI VILLAGE PITTSBURG, INC. ***	***	***	***	***	***	***	***
DECATUR							
GOOD SAMARITAN SOCIETY - DECATUR COUNTY	86%	88%	94%	83%	91%	82%	21
DICKINSON							
CHAPMAN VALLEY MANOR ***	***	***	***	***	***	***	***
ENTERPRISE ESTATES NURSING CENTER *	100%	100%	83%	100%	95%	83%	4
LEGACY ON HERINGTON	89%	75%	75%	75%	86%	90%	16
MEMORIAL HOSPITAL LTCU (VILLAGE MANOR)	94%	76%	86%	80%	88%	89%	31
DONIPHAN							
HIGHLAND HEALTHCARE & REHAB CENTER ***	***	***	***	***	***	***	***
WATHENA HEALTHCARE AND REHAB CENTER ***	***	***	***	***	***	***	***
DOUGLAS							
BALDWIN HEALTHCARE & REHAB CENTER, LLC ***	***	***	***	***	***	***	***
BRANDON WOODS AT ALVAMAR	82%	80%	78%	82%	79%	87%	30
LAWRENCE MEMORIAL HOSPITAL SNF ***	***	***	***	***	***	***	***
LAWRENCE PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
MEDICALODGES EUDORA	89%	82%	82%	75%	85%	86%	31
PIONEER RIDGE RETIREMENT COMMUNITY	95%	64%	80%	89%	89%	85%	10
EDWARDS							
MEDICALODGES KINSLEY	59%	83%	94%	86%	78%	70%	11
ELLIS							
GOOD SAMARITAN SOCIETY - ELLIS ***	***	***	***	***	***	***	***
GOOD SAMARITAN SOCIETY - HAYS	57%	57%	70%	61%	63%	88%	15
VIA CHRISTI VILLAGE HAYS	75%	76%	81%	69%	80%	86%	46
ELLSWORTH							
GOOD SAMARITAN SOCIETY - ELLSWORTH VILLAGE	95%	76%	85%	90%	96%	95%	22
WILSON HEALTH & REHABILITATION	82%	82%	82%	91%	89%	100%	11

Information & education

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

Supportive services

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

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

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	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
CRAWFORD							
MEDICALODGES FRONTENAC	4.32	★	★	★	★	★	19
MEDICALODGES GIRARD	4.56	★	★	★	★	★	15
MEDICALODGES PITTSBURG	4.37	★	★	★	★	★	16
PITTSBURG CARE & REHABILITATION CENTER	3.93	★	★	★	★	☆	25
VIA CHRISTI VILLAGE PITTSBURG, INC. ***	***	***	***	***	***	***	***
DECATUR							
GOOD SAMARITAN SOCIETY - DECATUR COUNTY	4.50	★	★	★	★	★	21
DICKINSON							
CHAPMAN VALLEY MANOR ***	***	***	***	***	***	***	***
ENTERPRISE ESTATES NURSING CENTER *	4.30	★	★	★	★	★	4
LEGACY ON HERINGTON	3.98	★	★	★	★	☆	16
MEMORIAL HOSPITAL LTCU (VILLAGE MANOR)	4.45	★	★	★	★	★	31
DONIPHAN							
HIGHLAND HEALTHCARE & REHAB CENTER ***	***	***	***	***	***	***	***
WATHENA HEALTHCARE AND REHAB CENTER ***	***	***	***	***	***	***	***
DOUGLAS							
BALDWIN HEALTHCARE & REHAB CENTER, LLC ***	***	***	***	***	***	***	***
BRANDON WOODS AT ALVAMAR	4.28	★	★	★	★	★	30
LAWRENCE MEMORIAL HOSPITAL SNF ***	***	***	***	***	***	***	***
LAWRENCE PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
MEDICALODGES EUDORA	4.41	★	★	★	★	★	31
PIONEER RIDGE RETIREMENT COMMUNITY	4.35	★	★	★	★	★	10
EDWARDS							
MEDICALODGES KINSLEY	4.10	★	★	★	★	☆	11
ELLIS							
GOOD SAMARITAN SOCIETY - ELLIS ***	***	***	***	***	***	***	***
GOOD SAMARITAN SOCIETY - HAYS	4.08	★	★	★	★	☆	15
VIA CHRISTI VILLAGE HAYS	4.54	★	★	★	★	★	46
ELLSWORTH							
GOOD SAMARITAN SOCIETY - ELLSWORTH VILLAGE	4.52	★	★	★	★	★	22
WILSON HEALTH & REHABILITATION	4.25	★	★	★	★	★	11

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Star Rating	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	51%	88%		83%	81%	85%	4,335
FINNEY							
GARDEN VALLEY RETIREMENT VILLAGE ***	***	***	***	***	***	***	***
HOMESTEAD HEALTH & REHAB	75%	100%	4.27	76%	63%	71%	10
FORD							
GOOD SAMARITAN SOCIETY - DODGE CITY ***	***	***	***	***	***	***	***
HILL TOP HOUSE *	71%	83%	4.55	100%	95%	80%	7
KANSAS SOLDIERS HOME	30%	75%	4.10	81%	80%	79%	27
MANOR OF THE PLAINS ***	***	***	***	***	***	***	***
TRINITY MANOR	67%	83%	4.38	75%	68%	84%	15
FRANKLIN							
OTTAWA RETIREMENT VILLAGE	43%	95%	4.39	89%	90%	95%	23
RICHMOND HEALTHCARE & REHAB CENTER	63%	87%	4.29	78%	79%	91%	26
WELLSVILLE RETIREMENT COMMUNITY	73%	100%	4.74	91%	87%	98%	23
GEARY							
VALLEY VIEW SENIOR LIFE	38%	100%	4.45	85%	92%	95%	14
GOVE							
GOVE COUNTY MEDICAL CENTER LTCU	50%	88%	4.44	90%	92%	100%	16
GRAHAM							
DAWSON PLACE	57%	86%	4.26	88%	89%	100%	14
GRANT							
THE LEGACY AT PARK VIEW ***	***	***	***	***	***	***	***
GRAY							
BETHEL HOME, INC.	94%	100%	4.91	84%	90%	88%	18
THE SHEPHERD'S CENTER	83%	92%	4.68	83%	79%	92%	13
GREELEY							
GREELEY COUNTY HOSPITAL LTCU	68%	100%	4.52	97%	93%	100%	19
GREENWOOD							
EUREKA NURSING CENTER	88%	100%	4.64	94%	98%	100%	17
HARPER							
ANTHONY COMMUNITY CARE CENTER	36%	82%	4.19	89%	87%	89%	11
ATTICA LONG TERM CARE	62%	92%	4.43	96%	91%	75%	13
HARVEY							
ASBURY PARK	59%	87%	4.28	81%	75%	90%	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

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Info & education	Patient safety	Physical comfort	Relationships	Respect for patient preferences	Supportive services	n-size
State average for Kansas facilities	79%	77%	80%	78%	81%	83%	4,335
FINNEY							
GARDEN VALLEY RETIREMENT VILLAGE ***	***	***	***	***	***	***	***
HOMESTEAD HEALTH & REHAB	78%	69%	81%	78%	84%	93%	10
FORD							
GOOD SAMARITAN SOCIETY - DODGE CITY ***	***	***	***	***	***	***	***
HILL TOP HOUSE *	93%	92%	77%	100%	91%	95%	7
KANSAS SOLDIERS HOME	73%	80%	83%	79%	80%	78%	27
MANOR OF THE PLAINS ***	***	***	***	***	***	***	***
TRINITY MANOR	62%	72%	77%	80%	73%	67%	15
FRANKLIN							
OTTAWA RETIREMENT VILLAGE	88%	63%	79%	91%	94%	78%	23
RICHMOND HEALTHCARE & REHAB CENTER	84%	82%	82%	85%	83%	80%	26
WELLSVILLE RETIREMENT COMMUNITY	93%	76%	85%	89%	90%	84%	23
GEARY							
VALLEY VIEW SENIOR LIFE	89%	88%	94%	77%	92%	85%	14
GOVE							
GOVE COUNTY MEDICAL CENTER LTCU	88%	91%	87%	91%	90%	91%	16
GRAHAM							
DAWSON PLACE	86%	89%	83%	82%	84%	83%	14
GRANT							
THE LEGACY AT PARK VIEW ***	***	***	***	***	***	***	***
GRAY							
BETHEL HOME, INC.	82%	82%	79%	97%	92%	92%	18
THE SHEPHERD'S CENTER	79%	79%	100%	92%	90%	92%	13
GREELEY							
GREELEY COUNTY HOSPITAL LTCU	95%	94%	90%	84%	92%	95%	19
GREENWOOD							
EUREKA NURSING CENTER	94%	100%	92%	94%	98%	96%	17
HARPER							
ANTHONY COMMUNITY CARE CENTER	85%	73%	86%	75%	82%	86%	11
ATTICA LONG TERM CARE	83%	79%	74%	85%	83%	92%	13
HARVEY							
ASBURY PARK	76%	72%	79%	72%	78%	75%	48

Information & education

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

Supportive services

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

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

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	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
FINNEY							
GARDEN VALLEY RETIREMENT VILLAGE ***	***	***	***	***	***	***	***
HOMESTEAD HEALTH & REHAB	4.27	★	★	★	★	★	10
FORD							
GOOD SAMARITAN SOCIETY - DODGE CITY ***	***	***	***	***	***	***	***
HILL TOP HOUSE *	4.55	★	★	★	★	★	7
KANSAS SOLDIERS HOME	4.10	★	★	★	★	★	27
MANOR OF THE PLAINS ***	***	***	***	***	***	***	***
TRINITY MANOR	4.38	★	★	★	★	★	15
FRANKLIN							
OTTAWA RETIREMENT VILLAGE	4.39	★	★	★	★	★	23
RICHMOND HEALTHCARE & REHAB CENTER	4.29	★	★	★	★	★	26
WELLSVILLE RETIREMENT COMMUNITY	4.74	★	★	★	★	★	23
GEARY							
VALLEY VIEW SENIOR LIFE	4.45	★	★	★	★	★	14
GOVE							
GOVE COUNTY MEDICAL CENTER LTCU	4.44	★	★	★	★	★	16
GRAHAM							
DAWSON PLACE	4.26	★	★	★	★	★	14
GRANT							
THE LEGACY AT PARK VIEW ***	***	***	***	***	***	***	***
GRAY							
BETHEL HOME, INC.	4.91	★	★	★	★	★	18
THE SHEPHERD'S CENTER	4.68	★	★	★	★	★	13
GREELEY							
GREELEY COUNTY HOSPITAL LTCU	4.52	★	★	★	★	★	19
GREENWOOD							
EUREKA NURSING CENTER	4.64	★	★	★	★	★	17
HARPER							
ANTHONY COMMUNITY CARE CENTER	4.19	★	★	★	★	★	11
ATTICA LONG TERM CARE	4.43	★	★	★	★	★	13
HARVEY							
ASBURY PARK	4.28	★	★	★	★	★	48

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Star Rating	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	51%	88%		83%	81%	85%	4,335
HARVEY							
BETHEL HEALTH CARE CENTER	53%	89%	4.27	94%	94%	76%	20
DIVERSICARE OF SEDGWICK	17%	77%	3.96	63%	73%	68%	24
HALSTEAD HEALTH AND REHABILITATION CENTER	50%	73%	3.84	76%	67%	73%	11
KANSAS CHRISTIAN HOME	36%	85%	3.74	63%	71%	67%	14
NEWTON PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
SCHOWALTER VILLA ***	***	***	***	***	***	***	***
HODGEMAN							
HODGEMAN COUNTY HEALTH CENTER LTCU	86%	100%	4.70	85%	84%	100%	10
JACKSON							
MEDICALODGES JACKSON COUNTY	44%	83%	4.09	82%	89%	70%	26
JEFFERSON							
F W HUSTON MEDICAL CENTER ***	***	***	***	***	***	***	***
HICKORY POINTE CARE & REHAB CENTER	64%	73%	3.92	82%	76%	47%	11
VALLEY HEALTH CARE CENTER ***	***	***	***	***	***	***	***
VILLAGE VILLA	44%	85%	3.94	73%	65%	55%	20
JOHNSON							
ABERDEEN VILLAGE ***	***	***	***	***	***	***	***
ADVANCED HEALTH CARE OF OVERLAND PARK ***	***	***	***	***	***	***	***
AZRIA HEALTH AT OLATHE ***	***	***	***	***	***	***	***
BRIGHTON GARDENS OF PRAIRIE VILLAGE	52%	100%	4.43	93%	82%	83%	21
BROOKDALE OVERLAND PARK ***	***	***	***	***	***	***	***
CLARIDGE COURT ***	***	***	***	***	***	***	***
COVENANT PLACE OF LENEXA, INC. ***	***	***	***	***	***	***	***
DELMAR GARDENS OF LENEXA ***	***	***	***	***	***	***	***
DELMAR GARDENS OF OVERLAND PARK	42%	95%	4.38	82%	78%	74%	38
EVERGREEN COMMUNITY OF JOHNSON COUNTY	65%	97%	4.52	94%	91%	100%	34
GARDEN TERRACE AT OVERLAND PARK	31%	86%	3.82	74%	64%	86%	18
GOOD SAMARITAN SOCIETY - OLATHE	50%	96%	4.41	89%	86%	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?

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

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Info & education	Patient safety	Physical comfort	Relationships	Respect for patient preferences	Supportive services	n-size
State average for Kansas facilities	79%	77%	80%	78%	81%	83%	4,335
HARVEY							
BETHEL HEALTH CARE CENTER	89%	95%	86%	83%	93%	82%	20
DIVERSICARE OF SEDGWICK	66%	57%	54%	71%	68%	66%	24
HALSTEAD HEALTH AND REHABILITATION CENTER	67%	75%	72%	64%	78%	79%	11
KANSAS CHRISTIAN HOME	59%	68%	78%	75%	75%	69%	14
NEWTON PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
SCHOWALTER VILLA ***	***	***	***	***	***	***	***
HODGEMAN							
HODGEMAN COUNTY HEALTH CENTER LTCU	88%	94%	90%	94%	95%	65%	10
JACKSON							
MEDICALODGES JACKSON COUNTY	74%	78%	88%	72%	85%	77%	26
JEFFERSON							
F W HUSTON MEDICAL CENTER ***	***	***	***	***	***	***	***
HICKORY POINTE CARE & REHAB CENTER	59%	73%	58%	52%	72%	72%	11
VALLEY HEALTH CARE CENTER ***	***	***	***	***	***	***	***
VILLAGE VILLA	69%	68%	73%	65%	68%	78%	20
JOHNSON							
ABERDEEN VILLAGE ***	***	***	***	***	***	***	***
ADVANCED HEALTH CARE OF OVERLAND PARK ***	***	***	***	***	***	***	***
AZRIA HEALTH AT OLATHE ***	***	***	***	***	***	***	***
BRIGHTON GARDENS OF PRAIRIE VILLAGE	88%	82%	76%	93%	87%	84%	21
BROOKDALE OVERLAND PARK ***	***	***	***	***	***	***	***
CLARIDGE COURT ***	***	***	***	***	***	***	***
COVENANT PLACE OF LENEXA, INC. ***	***	***	***	***	***	***	***
DELMAR GARDENS OF LENEXA ***	***	***	***	***	***	***	***
DELMAR GARDENS OF OVERLAND PARK	74%	64%	73%	84%	77%	77%	38
EVERGREEN COMMUNITY OF JOHNSON COUNTY	94%	81%	89%	75%	91%	96%	34
GARDEN TERRACE AT OVERLAND PARK	76%	85%	80%	59%	71%	72%	18
GOOD SAMARITAN SOCIETY - OLATHE	88%	73%	83%	80%	86%	82%	51
HILLSIDE VILLAGE OF DESOTO ***	***	***	***	***	***	***	***
HOEGER HOUSE ***	***	***	***	***	***	***	***
INDIAN CREEK HEALTHCARE CENTER ***	***	***	***	***	***	***	***

Information & education

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

Supportive services

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

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

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	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
HARVEY							
BETHEL HEALTH CARE CENTER	4.27	★	★	★	★	★	20
DIVERSICARE OF SEDGWICK	3.96	★	★	★	★	★	24
HALSTEAD HEALTH AND REHABILITATION CENTER	3.84	★	★	★	★	★	11
KANSAS CHRISTIAN HOME	3.74	★	★	★	★	★	14
NEWTON PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
SCHOWALTER VILLA ***	***	***	***	***	***	***	***
HODGEMAN							
HODGEMAN COUNTY HEALTH CENTER LTCU	4.70	★	★	★	★	★	10
JACKSON							
MEDICALODGES JACKSON COUNTY	4.09	★	★	★	★	★	26
JEFFERSON							
F W HUSTON MEDICAL CENTER ***	***	***	***	***	***	***	***
HICKORY POINTE CARE & REHAB CENTER	3.92	★	★	★	★	★	11
VALLEY HEALTH CARE CENTER ***	***	***	***	***	***	***	***
VILLAGE VILLA	3.94	★	★	★	★	★	20
JOHNSON							
ABERDEEN VILLAGE ***	***	***	***	***	***	***	***
ADVANCED HEALTH CARE OF OVERLAND PARK ***	**	***	***	***	***	***	***
AZRIA HEALTH AT OLATHE ***	***	***	***	***	***	***	***
BRIGHTON GARDENS OF PRAIRIE VILLAGE	4.43	★	★	★	★	★	21
BROOKDALE OVERLAND PARK ***	***	***	***	***	***	***	***
CLARIDGE COURT ***	***	***	***	***	***	***	***
COVENANT PLACE OF LENEXA, INC. ***	***	***	***	***	***	***	***
DELMAR GARDENS OF LENEXA ***	***	***	***	***	***	***	***
DELMAR GARDENS OF OVERLAND PARK	4.38	★	★	★	★	★	38
EVERGREEN COMMUNITY OF JOHNSON COUNTY	4.52	★	★	★	★	★	34
GARDEN TERRACE AT OVERLAND PARK	3.82	★	★	★	★	★	18
GOOD SAMARITAN SOCIETY - OLATHE	4.41	★	★	★	★	★	51
HILLSIDE VILLAGE OF DESOTO ***	***	***	***	***	***	***	***
HOEGER HOUSE ***	***	***	***	***	***	***	***
INDIAN CREEK HEALTHCARE CENTER ***	***	***	***	***	***	***	***

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Star Rating	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	51%	88%		83%	81%	85%	4,335
JOHNSON							
LAKEVIEW VILLAGE	47%	100%	4.50	86%	86%	93%	47
LEISURE TERRACE ***	***	***	***	***	***	***	***
MEDICALODGES GARDNER	33%	93%	4.07	85%	68%	83%	45
NOTTINGHAM HEALTH & REHABILITATION	47%	100%	4.39	86%	86%	100%	19
OVERLAND PARK NURSING & REHAB CENTER INC	27%	80%	3.79	92%	71%	95%	30
PINNACLE RIDGE NURSING & REHAB CENTER	38%	97%	4.02	89%	82%	66%	30
PROMISE SKILLED NURSING OF OVERLAND PARK ***	***	***	***	***	***	***	***
SHARON LANE HEALTH SERVICES ***	***	***	***	***	***	***	***
SHAWNEE GARDENS HEALTHCARE & REHAB CTR ***	***	***	***	***	***	***	***
SPRING HILL CARE & REHABILITATION CENTER	44%	100%	4.42	94%	85%	93%	18
STRATFORD COMMONS REHAB & HEALTH CARE CTR ***	***	***	***	***	***	***	***
TALLGRASS CREEK INC ***	***	***	***	***	***	***	***
THE FORUM AT OVERLAND PARK	18%	91%	3.91	100%	93%	100%	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%	4.15	83%	65%	57%	24
VILLA ST FRANCIS	44%	94%	4.33	90%	90%	87%	36
VILLA ST JOSEPH ***	***	***	***	***	***	***	***
VILLAGE SHALOM SKILLED NURSING	56%	100%	4.34	100%	85%	100%	10
KEARNY							
HIGH PLAINS RETIREMENT VILLAGE *	100%	100%	4.82	100%	83%	100%	4
KINGMAN							
HILLTOP MANOR	52%	95%	4.35	90%	91%	89%	21
THE WHEATLANDS HEALTH CARE CENTER ***	***	***	***	***	***	***	***
KIOWA							
HAVILAND CARE CENTER	29%	60%	3.51	57%	44%	52%	17
LABETTE							
CHETOPA MANOR	62%	92%	4.53	88%	82%	85%	13
ELMHAVEN EAST ***	***	***	***	***	***	***	***
GOOD SAMARITAN SOCIETY - PARSONS	68%	92%	4.58	94%	89%	96%	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

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Info & education	Patient safety	Physical comfort	Relationships	Respect for patient preferences	Supportive services	n-size
State average for Kansas facilities	79%	77%	80%	78%	81%	83%	4,335
JOHNSON							
LAKEVIEW VILLAGE	89%	79%	87%	79%	79%	85%	47
LEISURE TERRACE ***	***	***	***	***	***	***	***
MEDICALODGES GARDNER	76%	63%	76%	67%	70%	91%	45
NOTTINGHAM HEALTH & REHABILITATION	76%	68%	76%	100%	91%	68%	19
OVERLAND PARK NURSING & REHAB CENTER INC	88%	75%	81%	42%	79%	85%	30
PINNACLE RIDGE NURSING & REHAB CENTER	83%	80%	72%	82%	80%	82%	30
PROMISE SKILLED NURSING OF OVERLAND PARK ***	***	***	***	***	***	***	***
SHARON LANE HEALTH SERVICES ***	***	***	***	***	***	***	***
SHAWNEE GARDENS HEALTHCARE & REHAB CTR ***	***	***	***	***	***	***	***
SPRING HILL CARE & REHABILITATION CENTER	75%	67%	83%	89%	82%	93%	18
STRATFORD COMMONS REHAB & HEALTH CARE CTR ***	***	***	***	***	***	***	***
TALLGRASS CREEK INC ***	***	***	***	***	***	***	***
THE FORUM AT OVERLAND PARK	91%	64%	71%	86%	91%	61%	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	61%	63%	73%	71%	65%	62%	24
VILLA ST FRANCIS	86%	89%	69%	72%	83%	88%	36
VILLA ST JOSEPH ***	***	***	***	***	***	***	***
VILLAGE SHALOM SKILLED NURSING	100%	75%	83%	80%	98%	100%	10
KEARNY							
HIGH PLAINS RETIREMENT VILLAGE *	54%	88%	92%	100%	72%	67%	4
KINGMAN							
HILLTOP MANOR	88%	79%	77%	93%	88%	86%	21
THE WHEATLANDS HEALTH CARE CENTER ***	***	***	***	***	***	***	***
KIOWA							
HAVILAND CARE CENTER	63%	65%	50%	52%	52%	74%	17
LABETTE							
CHETOPA MANOR	69%	81%	86%	73%	89%	95%	13
ELMHAVEN EAST ***	***	***	***	***	***	***	***
GOOD SAMARITAN SOCIETY - PARSONS	90%	81%	90%	80%	89%	94%	25

Information & education

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

Supportive services

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

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

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	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
JOHNSON							
LAKEVIEW VILLAGE	4.50	★	★	★	★	★	47
LEISURE TERRACE ***	***	***	***	***	***	***	***
MEDICALODGES GARDNER	4.07	★	★	★	★	☆	45
NOTTINGHAM HEALTH & REHABILITATION	4.39	★	★	★	★	★	19
OVERLAND PARK NURSING & REHAB CENTER INC	3.79	★	★	★	★	☆	30
PINNACLE RIDGE NURSING & REHAB CENTER	4.02	★	★	★	★	☆	30
PROMISE SKILLED NURSING OF OVERLAND PARK ***	***	***	***	***	***	***	***
SHARON LANE HEALTH SERVICES ***	***	***	***	***	***	***	***
SHAWNEE GARDENS HEALTHCARE & REHAB CTR ***	***	***	***	***	***	***	***
SPRING HILL CARE & REHABILITATION CENTER	4.42	★	★	★	★	★	18
STRATFORD COMMONS REHAB & HEALTH CARE CTR ***	***	***	***	***	***	***	***
TALLGRASS CREEK INC ***	***	***	***	***	***	***	***
THE FORUM AT OVERLAND PARK	3.91	★	★	★	★	☆	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	4.15	★	★	★	★	☆	24
VILLA ST FRANCIS	4.33	★	★	★	★	★	36
VILLA ST JOSEPH ***	***	***	***	***	***	***	***
VILLAGE SHALOM SKILLED NURSING	4.34	★	★	★	★	★	10
KEARNY							
HIGH PLAINS RETIREMENT VILLAGE *	4.82	★	★	★	★	★	4
KINGMAN							
HILLTOP MANOR	4.35	★	★	★	★	★	21
THE WHEATLANDS HEALTH CARE CENTER ***	***	***	***	***	***	***	***
KIOWA							
HAVILAND CARE CENTER	3.51	★	★	★	★	☆	17
LABETTE							
CHETOPA MANOR	4.53	★	★	★	★	★	13
ELMHAVEN EAST ***	***	***	***	***	***	***	***
GOOD SAMARITAN SOCIETY - PARSONS	4.58	★	★	★	★	★	25

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Star Rating	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	51%	88%		83%	81%	85%	4,335
LABETTE							
OSWEGO HEALTH & REHAB	31%	69%	3.72	76%	80%	85%	17
PARSONS PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
LEAVENWORTH							
COUNTRY CARE, INC. *	67%	100%	4.35	78%	82%	88%	9
LANSING CARE & REHAB CENTER, LLC	45%	83%	4.12	83%	80%	77%	30
MEDICALODGES LEAVENWORTH	28%	79%	4.04	68%	75%	73%	25
TONGANOXIE NURSING CENTER ***	***	***	***	***	***	***	***
TWIN OAKS HEALTH & REHAB	86%	93%	4.52	81%	75%	90%	17
LINCOLN							
LINCOLN PARK MANOR ***	***	***	***	***	***	***	***
LINN							
PRESCOTT COUNTRY VIEW NURSING HOME ***	***	***	***	***	***	***	***
LOGAN							
LOGAN COUNTY MANOR - LTCU	64%	100%	4.47	82%	90%	71%	14
LYON							
EMPORIA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
FLINT HILLS CARE CENTER ***	***	***	***	***	***	***	***
HOLIDAY RESORT ***	***	***	***	***	***	***	***
MARION							
BETHESDA HOME	72%	100%	4.54	83%	95%	96%	25
PARKSIDE HOMES	60%	96%	4.44	91%	80%	92%	28
PEABODY HEALTH AND REHAB	21%	67%	4.00	67%	75%	92%	15
SALEM HOME	56%	89%	4.21	75%	85%	69%	19
ST LUKE LIVING CENTER ***	***	***	***	***	***	***	***
WESTVIEW MANOR OF PEABODY **	41%	75%	3.78	85%	78%	83%	17
MARSHALL							
CAMBRIDGE PLACE	40%	95%	4.39	95%	95%	75%	21
FRANKFORT COMMUNITY CARE HOME *	50%	88%	4.47	87%	80%	67%	9
MCPHERSON							
BETHANY HOME ASSOCIATION	92%	100%	4.58	95%	97%	100%	13
MCPHERSON HEALTH & REHAB	12%	76%	3.93	70%	73%	57%	17
MOUNDRIDGE MANOR	95%	100%	4.78	100%	99%	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?

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

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Info & education	Patient safety	Physical comfort	Relationships	Respect for patient preferences	Supportive services	n-size
State average for Kansas facilities	79%	77%	80%	78%	81%	83%	4,335
LABETTE							
OSWEGO HEALTH & REHAB	78%	71%	58%	78%	82%	79%	17
PARSONS PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
LEAVENWORTH							
COUNTRY CARE, INC. *	83%	72%	78%	61%	89%	81%	9
LANSING CARE & REHAB CENTER, LLC	68%	62%	80%	73%	75%	79%	30
MEDICALODGES LEAVENWORTH	69%	67%	72%	74%	79%	73%	25
TONGANOXIE NURSING CENTER ***	***	***	***	***	***	***	***
TWIN OAKS HEALTH & REHAB	84%	79%	79%	72%	76%	87%	17
LINCOLN							
LINCOLN PARK MANOR ***	***	***	***	***	***	***	***
LINN							
PRESCOTT COUNTRY VIEW NURSING HOME ***	***	***	***	***	***	***	***
LOGAN							
LOGAN COUNTY MANOR - LTCU	85%	86%	93%	82%	84%	90%	14
LYON							
EMPORIA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
FLINT HILLS CARE CENTER ***	***	***	***	***	***	***	***
HOLIDAY RESORT ***	***	***	***	***	***	***	***
MARION							
BETHESDA HOME	87%	86%	81%	90%	92%	89%	25
PARKSIDE HOMES	79%	72%	83%	72%	83%	74%	28
PEABODY HEALTH AND REHAB	69%	60%	70%	73%	69%	75%	15
SALEM HOME	69%	76%	69%	75%	79%	65%	19
ST LUKE LIVING CENTER ***	***	***	***	***	***	***	***
WESTVIEW MANOR OF PEABODY **	73%	100%	89%	82%	75%	86%	17
MARSHALL							
CAMBRIDGE PLACE	82%	78%	79%	80%	83%	88%	21
FRANKFORT COMMUNITY CARE HOME *	87%	83%	75%	88%	83%	83%	9
MCPHERSON							
BETHANY HOME ASSOCIATION	96%	96%	95%	96%	94%	94%	13
MCPHERSON HEALTH & REHAB	82%	51%	72%	74%	69%	74%	17
MOUNDRIDGE MANOR	97%	96%	95%	100%	100%	97%	48

Information & education

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

Supportive services

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

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

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	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
LABETTE							
OSWEGO HEALTH & REHAB	3.72	★	★	★	★	★	17
PARSONS PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
LEAVENWORTH							
COUNTRY CARE, INC. *	4.35	★	★	★	★	★	9
LANSING CARE & REHAB CENTER, LLC	4.12	★	★	★	★	★	30
MEDICALODGES LEAVENWORTH	4.04	★	★	★	★	★	25
TONGANOXIE NURSING CENTER ***	***	***	***	***	***	***	***
TWIN OAKS HEALTH & REHAB	4.52	★	★	★	★	★	17
LINCOLN							
LINCOLN PARK MANOR ***	***	***	***	***	***	***	***
LINN							
PRESCOTT COUNTRY VIEW NURSING HOME ***	***	***	***	***	***	***	***
LOGAN							
LOGAN COUNTY MANOR - LTCU	4.47	★	★	★	★	★	14
LYON							
EMPORIA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
FLINT HILLS CARE CENTER ***	***	***	***	***	***	***	***
HOLIDAY RESORT ***	***	***	***	***	***	***	***
MARION							
BETHESDA HOME	4.54	★	★	★	★	★	25
PARKSIDE HOMES	4.44	★	★	★	★	★	28
PEABODY HEALTH AND REHAB	4.00	★	★	★	★	★	15
SALEM HOME	4.21	★	★	★	★	★	19
ST LUKE LIVING CENTER ***	***	***	***	***	***	***	***
WESTVIEW MANOR OF PEABODY **	3.78	★	★	★	★	★	17
MARSHALL							
CAMBRIDGE PLACE	4.39	★	★	★	★	★	21
FRANKFORT COMMUNITY CARE HOME *	4.47	★	★	★	★	★	9
MCPHERSON							
BETHANY HOME ASSOCIATION	4.58	★	★	★	★	★	13
MCPHERSON HEALTH & REHAB	3.93	★	★	★	★	★	17
MOUNDRIDGE MANOR	4.78	★	★	★	★	★	48

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Star Rating	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	51%	88%		83%	81%	85%	4,335
MCPHERSON							
PINE VILLAGE	81%	79%	4.27	80%	81%	93%	27
PLEASANT VIEW HOME	48%	91%	4.24	82%	84%	93%	23
RIVERVIEW ESTATES ***	***	***	***	***	***	***	***
THE CEDARS ***	***	***	***	***	***	***	***
MEADE							
FOWLER RESIDENTIAL CARE ***	***	***	***	***	***	***	***
MIAMI							
LIFE CARE CENTER OF OSAWATOMIE ***	***	***	***	***	***	***	***
LOUISBURG HEALTHCARE & REHAB CENTER ***	***	***	***	***	***	***	***
MEDICALODGES PAOLA **	35%	75%	3.68	76%	64%	60%	47
NORTH POINT SKILLED NURSING CENTER	36%	82%	4.17	73%	82%	94%	11
MITCHELL							
HILLTOP LODGE NURSING HOME	61%	100%	4.74	100%	92%	86%	18
MITCHELL CNTY HOSPITAL HEALTH SYSTEMS							16
MONTGOMERY							
CANEY NURSING CENTER ***	***	***	***	***	***	***	***
CHERRYVALE NURSING AND REHAB CENTER ***	***	***	***	***	***	***	***
MEDICALODGES COFFEYVILLE	36%	82%	4.00	86%	76%	100%	11
MEDICALODGES INDEPENDENCE	67%	100%	4.50	93%	93%	100%	15
MONTGOMERY PLACE NURSING CENTER	50%	80%	4.45	77%	77%	96%	15
WINDSOR PLACE COFFEYVILLE	42%	95%	4.51	84%	85%	92%	19
MORRIS							
DIVERSICARE OF COUNCIL GROVE	38%	79%	4.36	90%	79%	93%	16
MORTON							
MORTON COUNTY CARE CENTER	31%	62%	4.09	77%	59%	54%	15
NEMAHA							
APOSTOLIC CHRISTIAN HOME	40%	90%	4.30	90%	90%	89%	22
CRESTVIEW NURSING & RESIDENTIAL LIVING *	50%	100%	4.39	100%	100%	67%	6
EASTRIDGE	58%	100%	4.51	100%	94%	92%	13
LIFE CARE CENTER OF SENECA	58%	100%	4.49	83%	84%	78%	32
SABETHA MANOR	56%	96%	4.40	89%	88%	82%	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

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Info & education	Patient safety	Physical comfort	Relationships	Respect for patient preferences	Supportive services	n-size
State average for Kansas facilities	79%	77%	80%	78%	81%	83%	4,335
MCPHERSON							
PINE VILLAGE	76%	79%	73%	46%	70%	86%	27
PLEASANT VIEW HOME	86%	78%	80%	84%	87%	83%	23
RIVERVIEW ESTATES ***	***	***	***	***	***	***	***
THE CEDARS ***	***	***	***	***	***	***	***
MEADE							
FOWLER RESIDENTIAL CARE ***	***	***	***	***	***	***	***
MIAMI							
LIFE CARE CENTER OF OSAWATOMIE ***	***	***	***	***	***	***	***
LOUISBURG HEALTHCARE & REHAB CENTER ***	***	***	***	***	***	***	***
MEDICALODGES PAOLA **	61%	67%	70%	70%	70%	78%	47
NORTH POINT SKILLED NURSING CENTER	73%	77%	88%	82%	80%	72%	11
MITCHELL							
HILLTOP LODGE NURSING HOME	94%	81%	71%	89%	96%	89%	18
MITCHELL CNTY HOSPITAL HEALTH SYSTEMS							16
MONTGOMERY							
CANEY NURSING CENTER ***	***	***	***	***	***	***	***
CHERRYVALE NURSING AND REHAB CENTER ***	***	***	***	***	***	***	***
MEDICALODGES COFFEYVILLE	95%	80%	83%	86%	89%	85%	11
MEDICALODGES INDEPENDENCE	93%	75%	83%	83%	93%	93%	15
MONTGOMERY PLACE NURSING CENTER	79%	80%	77%	80%	87%	91%	15
WINDSOR PLACE COFFEYVILLE	79%	72%	88%	87%	81%	94%	19
MORRIS							
DIVERSICARE OF COUNCIL GROVE	83%	92%	85%	75%	87%	92%	16
MORTON							
MORTON COUNTY CARE CENTER	59%	46%	30%	62%	67%	51%	15
NEMAHA							
APOSTOLIC CHRISTIAN HOME	78%	80%	91%	70%	86%	89%	22
CRESTVIEW NURSING & RESIDENTIAL LIVING *	90%	67%	70%	92%	86%	72%	6
EASTRIDGE	96%	95%	97%	88%	95%	87%	13
LIFE CARE CENTER OF SENECA	71%	77%	87%	81%	82%	89%	32
SABETHA MANOR	85%	83%	85%	74%	87%	89%	27

Information & education

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

Supportive services

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

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

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	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
MCPHERSON							
PINE VILLAGE	4.27	★	★	★	★	★	27
PLEASANT VIEW HOME	4.24	★	★	★	★	★	23
RIVERVIEW ESTATES ***	***	***	***	***	***	***	***
THE CEDARS ***	***	***	***	***	***	***	***
MEADE							
FOWLER RESIDENTIAL CARE ***	***	***	***	***	***	***	***
MIAMI							
LIFE CARE CENTER OF OSAWATOMIE ***	***	***	***	***	***	***	***
LOUISBURG HEALTHCARE & REHAB CENTER ***	***	***	***	***	***	***	***
MEDICALODGES PAOLA **	3.68	★	★	★	★	★	47
NORTH POINT SKILLED NURSING CENTER	4.17	★	★	★	★	★	11
MITCHELL							
HILLTOP LODGE NURSING HOME	4.74	★	★	★	★	★	18
MITCHELL CNTY HOSPITAL HEALTH SYSTEMS							16
MONTGOMERY							
CANEY NURSING CENTER ***	***	***	***	***	***	***	***
CHERRYVALE NURSING AND REHAB CENTER ***	***	***	***	***	***	***	***
MEDICALODGES COFFEYVILLE	4.00	★	★	★	★	★	11
MEDICALODGES INDEPENDENCE	4.50	★	★	★	★	★	15
MONTGOMERY PLACE NURSING CENTER	4.45	★	★	★	★	★	15
WINDSOR PLACE COFFEYVILLE	4.51	★	★	★	★	★	19
MORRIS							
DIVERSICARE OF COUNCIL GROVE	4.36	★	★	★	★	★	16
MORTON							
MORTON COUNTY CARE CENTER	4.09	★	★	★	★	★	15
NEMAHA							
APOSTOLIC CHRISTIAN HOME	4.30	★	★	★	★	★	22
CRESTVIEW NURSING & RESIDENTIAL LIVING *	4.39	★	★	★	★	★	6
EASTRIDGE	4.51	★	★	★	★	★	13
LIFE CARE CENTER OF SENECA	4.49	★	★	★	★	★	32
SABETHA MANOR	4.40	★	★	★	★	★	27

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Star Rating	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	51%	88%		83%	81%	85%	4,335
NEOSHO							
DIVERSICARE OF CHANUTE	44%	80%	3.89	76%	72%	69%	50
HERITAGE HEALTH CARE CENTER	42%	88%	4.28	87%	82%	87%	26
PRAIRIE MISSION RETIREMENT VILLAGE ***	***	***	***	***	***	***	***
NESS							
NESS COUNTY HOSPITAL LTCU - CEDAR VILLAGE	38%	85%	4.14	91%	91%	69%	13
NORTON							
ANDBE HOME, INC.	46%	87%	4.09	86%	88%	84%	30
OSAGE							
BROOKSIDE RETIREMENT COMMUNITY	72%	100%	4.72	94%	90%	94%	28
OSAGE NURSING & REHABILITATION CENTER	58%	100%	4.62	92%	89%	95%	12
PETERSON HEALTH CARE ***	***	***	***	***	***	***	***
OSBORNE							
DOWNS CARE & REHABILITATION CENTER	52%	90%	4.31	80%	80%	100%	21
PARKVIEW CARE CENTER ***	***	***	***	***	***	***	***
OTTAWA							
GOOD SAMARITAN SOCIETY - MINNEAPOLIS ***	***	***	***	***	***	***	***
OTTAWA COUNTY HEALTH CENTER LTCU *	75%	100%	4.55	100%	100%	100%	4
PAWNEE							
DIVERSICARE OF LARNED ***	***	***	***	***	***	***	***
PHILLIPS							
LOGAN MANOR COMMUNITY HEALTH SERVICES	60%	90%	4.51	74%	79%	100%	10
PHILLIPS COUNTY RETIREMENT CENTER *	0%	67%	3.52	73%	83%	82%	6
POTTAWATOMIE							
COMMUNITY HOSPITAL ONAGA LTCU/ST MARY'S MANOR	60%	100%	4.48	82%	90%	89%	12
GOOD SAMARITAN SOCIETY - VALLEY VISTA	55%	92%	4.20	82%	90%	100%	13
ONAGA HEALTH AND REHAB	22%	65%	3.63	74%	57%	79%	19
WESTY COMMUNITY CARE HOME INC ***	***	***	***	***	***	***	***
PRATT							
PRATT HEALTH AND REHAB	56%	100%	4.40	100%	100%	98%	25
PRATT REHABILITATION AND RESIDENCE CENTER ***	***	***	***	***	***	***	***
RAWLINS							
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

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Info & education	Patient safety	Physical comfort	Relationships	Respect for patient preferences	Supportive services	n-size
State average for Kansas facilities	79%	77%	80%	78%	81%	83%	4,335
NEOSHO							
DIVERSICARE OF CHANUTE	66%	66%	73%	78%	75%	74%	50
HERITAGE HEALTH CARE CENTER	73%	65%	76%	85%	85%	83%	26
PRAIRIE MISSION RETIREMENT VILLAGE ***	***	***	***	***	***	***	***
NESS							
NESS COUNTY HOSPITAL LTCU - CEDAR VILLAGE	76%	81%	77%	77%	77%	76%	13
NORTON							
ANDBE HOME, INC.	76%	70%	78%	70%	79%	84%	30
OSAGE							
BROOKSIDE RETIREMENT COMMUNITY	94%	85%	85%	93%	86%	96%	28
OSAGE NURSING & REHABILITATION CENTER	100%	71%	69%	92%	87%	86%	12
PETERSON HEALTH CARE ***	***	***	***	***	***	***	***
OSBORNE							
DOWNS CARE & REHABILITATION CENTER	76%	71%	75%	76%	89%	83%	21
PARKVIEW CARE CENTER ***	***	***	***	***	***	***	***
OTTAWA							
GOOD SAMARITAN SOCIETY - MINNEAPOLIS ***	***	***	***	***	***	***	***
OTTAWA COUNTY HEALTH CENTER LTCU *	100%	100%	100%	100%	100%	100%	4
PAWNEE							
DIVERSICARE OF LARNED ***	***	***	***	***	***	***	***
PHILLIPS							
LOGAN MANOR COMMUNITY HEALTH SERVICES	70%	90%	66%	85%	87%	93%	10
PHILLIPS COUNTY RETIREMENT CENTER *	67%	75%	67%	83%	70%	89%	6
POTTAWATOMIE							
COMMUNITY HOSPITAL ONAGA LTCU/ST MARY'S MANOR	62%	63%	72%	95%	94%	81%	12
GOOD SAMARITAN SOCIETY - VALLEY VISTA	72%	68%	73%	55%	76%	81%	13
ONAGA HEALTH AND REHAB	78%	58%	76%	71%	68%	84%	19
WESTY COMMUNITY CARE HOME INC ***	***	***	***	***	***	***	***
PRATT							
PRATT HEALTH AND REHAB	100%	94%	95%	100%	98%	95%	25
PRATT REHABILITATION AND RESIDENCE CENTER ***	***	***	***	***	***	***	***
RAWLINS							
GOOD SAMARITAN SOCIETY - ATWOOD ***	***	***	***	***	***	***	***

Information & education

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

Supportive services

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

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

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	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
NEOSHO							
DIVERSICARE OF CHANUTE	3.89	★	★	★	★	☆	50
HERITAGE HEALTH CARE CENTER	4.28	★	★	★	★	★	26
PRAIRIE MISSION RETIREMENT VILLAGE ***	***	***	***	***	***	***	***
NESS							
NESS COUNTY HOSPITAL LTCU - CEDAR VILLAGE	4.14	★	★	★	★	☆	13
NORTON							
ANDBE HOME, INC.	4.09	★	★	★	★	☆	30
OSAGE							
BROOKSIDE RETIREMENT COMMUNITY	4.72	★	★	★	★	★	28
OSAGE NURSING & REHABILITATION CENTER	4.62	★	★	★	★	★	12
PETERSON HEALTH CARE ***	***	***	***	***	***	***	***
OSBORNE							
DOWNNS CARE & REHABILITATION CENTER	4.31	★	★	★	★	★	21
PARKVIEW CARE CENTER ***	***	***	***	***	***	***	***
OTTAWA							
GOOD SAMARITAN SOCIETY - MINNEAPOLIS ***	***	***	***	***	***	***	***
OTTAWA COUNTY HEALTH CENTER LTCU *	4.55	★	★	★	★	★	4
PAWNEE							
DIVERSICARE OF LARNED ***	***	***	***	***	***	***	***
PHILLIPS							
LOGAN MANOR COMMUNITY HEALTH SERVICES	4.51	★	★	★	★	★	10
PHILLIPS COUNTY RETIREMENT CENTER *	3.52	★	★	★	★	☆	6
POTTAWATOMIE							
COMMUNITY HOSPITAL ONAGA LTCU/ST MARY'S MANOR	4.48	★	★	★	★	★	12
GOOD SAMARITAN SOCIETY - VALLEY VISTA	4.20	★	★	★	★	☆	13
ONAGA HEALTH AND REHAB	3.63	★	★	★	★	☆	19
WESTY COMMUNITY CARE HOME INC ***	***	***	***	***	***	***	***
PRATT							
PRATT HEALTH AND REHAB	4.40	★	★	★	★	★	25
PRATT REHABILITATION AND RESIDENCE CENTER ***	***	***	***	***	***	***	***
RAWLINS							
GOOD SAMARITAN SOCIETY - ATWOOD ***	***	***	***	***	***	***	***

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Star Rating	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	51%	88%		83%	81%	85%	4,335
RENO							
BUHLER SUNSHINE HOME *	78%	100%	4.64	100%	100%	100%	9
DIVERSICARE OF HUTCHINSON	57%	85%	3.88	83%	86%	87%	23
FRIENDSHIP MANOR	41%	89%	4.29	86%	85%	90%	34
GOOD SAMARITAN SOCIETY - HUTCHINSON VILLAGE	65%	78%	4.19	84%	81%	85%	28
HUTCHINSON HEALTH AND REHAB	38%	80%	4.29	84%	80%	64%	24
HUTCHINSON REGIONAL MEDICAL CENTER, INC. ***	***	***	***	***	***	***	***
MENNONITE FRIENDSHIP COMMUNITIES INC ***	***	***	***	***	***	***	***
PRAIRIE SUNSET HOME	60%	92%	4.41	83%	79%	91%	12
WESLEY TOWERS INC	56%	94%	4.50	97%	88%	100%	18
REPUBLIC							
BELLEVILLE HEALTH CARE CENTER	23%	54%	3.95	73%	60%	92%	13
RICE							
GOOD SAMARITAN SOCIETY - LYONS	55%	100%	4.37	72%	81%	73%	11
SANDSTONE HEIGHTS	38%	88%	4.25	94%	85%	88%	16
STERLING PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
RILEY							
LEONARDVILLE NURSING HOME	77%	100%	4.63	85%	85%	74%	13
MEADOWLARK HILLS	56%	96%	4.64	77%	86%	91%	29
STONEBROOK RETIREMENT COMMUNITY	32%	65%	3.78	61%	54%	82%	25
VIA CHRISTI VILLAGE MANHATTAN INC	57%	81%	4.25	67%	72%	80%	26
ROOKS							
REDBUD VILLAGE ***	***	***	***	***	***	***	***
SOLOMON VALLEY MANOR ***	***	***	***	***	***	***	***
RUSH							
LOCUST GROVE VILLAGE	75%	100%	4.55	90%	87%	94%	16
RUSSELL							
MAIN STREET MANOR	80%	100%	4.62	90%	80%	100%	10
WHEATLAND NURSING & REHAB CENTER	40%	87%	4.20	87%	80%	96%	15
SALINE							
HOLIDAY RESORT OF SALINA	33%	76%	3.93	74%	69%	100%	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
- 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

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Info & education	Patient safety	Physical comfort	Relationships	Respect for patient preferences	Supportive services	n-size
State average for Kansas facilities	79%	77%	80%	78%	81%	83%	4,335
RENO							
BUHLER SUNSHINE HOME *	100%	100%	100%	100%	96%	100%	9
DIVERSICARE OF HUTCHINSON	85%	86%	86%	86%	86%	95%	23
FRIENDSHIP MANOR	86%	76%	82%	86%	82%	83%	34
GOOD SAMARITAN SOCIETY - HUTCHINSON VILLAGE	76%	81%	87%	84%	77%	84%	28
HUTCHINSON HEALTH AND REHAB	74%	83%	74%	69%	73%	60%	24
HUTCHINSON REGIONAL MEDICAL CENTER, INC. ***	***	***	***	***	***	***	***
MENNONITE FRIENDSHIP COMMUNITIES INC ***	***	***	***	***	***	***	***
PRAIRIE SUNSET HOME	82%	82%	87%	82%	86%	83%	12
WESLEY TOWERS INC	91%	85%	90%	100%	94%	83%	18
REPUBLIC							
BELLEVILLE HEALTH CARE CENTER	73%	73%	73%	62%	73%	82%	13
RICE							
GOOD SAMARITAN SOCIETY - LYONS	68%	82%	85%	77%	82%	76%	11
SANDSTONE HEIGHTS	84%	75%	87%	81%	85%	92%	16
STERLING PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
RILEY							
LEONARDVILLE NURSING HOME	81%	85%	81%	81%	83%	90%	13
MEADOWLARK HILLS	80%	72%	80%	77%	86%	83%	29
STONEBROOK RETIREMENT COMMUNITY	56%	61%	54%	56%	70%	63%	25
VIA CHRISTI VILLAGE MANHATTAN INC	69%	76%	70%	67%	77%	75%	26
ROOKS							
REDBUD VILLAGE ***	***	***	***	***	***	***	***
SOLOMON VALLEY MANOR ***	***	***	***	***	***	***	***
RUSH							
LOCUST GROVE VILLAGE	87%	79%	74%	94%	85%	87%	16
RUSSELL							
MAIN STREET MANOR	85%	85%	93%	90%	82%	97%	10
WHEATLAND NURSING & REHAB CENTER	63%	73%	81%	77%	84%	84%	15
SALINE							
HOLIDAY RESORT OF SALINA	71%	55%	83%	69%	77%	89%	21
KENWOOD VIEW HEALTH AND REHAB CENTER ***	***	***	***	***	***	***	***

Information & education

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

Supportive services

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

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

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	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
RENO							
BUHLER SUNSHINE HOME *	4.64	★	★	★	★	★	9
DIVERSICARE OF HUTCHINSON	3.88	★	★	★	★	☆	23
FRIENDSHIP MANOR	4.29	★	★	★	★	★	34
GOOD SAMARITAN SOCIETY - HUTCHINSON VILLAGE	4.19	★	★	★	★	☆	28
HUTCHINSON HEALTH AND REHAB	4.29	★	★	★	★	★	24
HUTCHINSON REGIONAL MEDICAL CENTER, INC. ***	***	***	***	***	***	***	***
MENNONITE FRIENDSHIP COMMUNITIES INC ***	***	***	***	***	***	***	***
PRAIRIE SUNSET HOME	4.41	★	★	★	★	★	12
WESLEY TOWERS INC	4.50	★	★	★	★	★	18
REPUBLIC							
BELLEVILLE HEALTH CARE CENTER	3.95	★	★	★	★	☆	13
RICE							
GOOD SAMARITAN SOCIETY - LYONS	4.37	★	★	★	★	★	11
SANDSTONE HEIGHTS	4.25	★	★	★	★	★	16
STERLING PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
RILEY							
LEONARDVILLE NURSING HOME	4.63	★	★	★	★	★	13
MEADOWLARK HILLS	4.64	★	★	★	★	★	29
STONEBROOK RETIREMENT COMMUNITY	3.78	★	★	★	★	☆	25
VIA CHRISTI VILLAGE MANHATTAN INC	4.25	★	★	★	★	★	26
ROOKS							
REDBUD VILLAGE ***	***	***	***	***	***	***	***
SOLOMON VALLEY MANOR ***	***	***	***	***	***	***	***
RUSH							
LOCUST GROVE VILLAGE	4.55	★	★	★	★	★	16
RUSSELL							
MAIN STREET MANOR	4.62	★	★	★	★	★	10
WHEATLAND NURSING & REHAB CENTER	4.20	★	★	★	★	☆	15
SALINE							
HOLIDAY RESORT OF SALINA	3.93	★	★	★	★	☆	21
KENWOOD VIEW HEALTH AND REHAB CENTER ***	***	***	***	***	***	***	***

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Star Rating	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	51%	88%		83%	81%	85%	4,335
SALINE							
LEGACY AT SALINA ***	***	***	***	***	***	***	***
PINNACLE PARK NURSING AND REHAB CENTER ***	***	***	***	***	***	***	***
SALINA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
SMOKY HILL REHABILITATION CENTER ***	***	***	***	***	***	***	***
SCOTT							
PARK LANE NURSING HOME ***	***	***	***	***	***	***	***
SEDGWICK							
AVITA HEALTH AND REHAB AT REEDS COVE ***	***	***	***	***	***	***	***
CARITAS CENTER, INC.	100%	100%	5.00	100%	98%	96%	14
CATHOLIC CARE CENTER INC ***	***	***	***	***	***	***	***
CHENEY GOLDEN AGE HOME ***	***	***	***	***	***	***	***
CLEARWATER NURSING & REHAB CENTER ***	***	***	***	***	***	***	***
DERBY HEALTH & REHAB CENTER	77%	100%	4.72	92%	87%	92%	13
DIVERSICARE OF HAYSVILLE	80%	97%	4.51	90%	88%	86%	65
FAMILY HEALTH & REHABILITATION CENTER	81%	100%	4.59	97%	98%	97%	17
HOMESTEAD HEALTH CENTER	62%	96%	4.61	95%	89%	93%	29
KANSAS MASONIC HOME ***	***	***	***	***	***	***	***
LAKEPOINT RETIREMENT & REHAB CTR OF WICHITA	17%	80%	3.74	80%	71%	89%	38
LARKSFIELD PLACE	81%	100%	4.65	100%	97%	98%	23
LEGACY ON COLLEGE HILL	36%	73%	3.72	66%	62%	57%	23
LIFE CARE CENTER OF WICHITA ***	***	***	***	***	***	***	***
MANORCARE HEALTH SERVICES - WICHITA ***	***	***	***	***	***	***	***
MEDICALODGES GODDARD	88%	100%	4.64	98%	99%	94%	25
MEDICALODGES WICHITA	54%	96%	4.10	81%	72%	63%	27
MERIDIAN REHAB & HEALTH CARE CENTER ***	***	***	***	***	***	***	***
MOUNT HOPE NURSING CENTER	47%	95%	4.19	92%	90%	97%	22
ORCHARD GARDENS HEALTH & REHAB	48%	67%	3.85	76%	82%	78%	21
REEDS COVE HEALTH & REHAB	55%	91%	4.44	77%	73%	82%	11
REGENT PARK REHABILITATION & HEALTHCARE ***	***	***	***	***	***	***	***
ROLLING HILLS HEALTH & REHAB	69%	96%	4.23	93%	88%	83%	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

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Info & education	Patient safety	Physical comfort	Relationships	Respect for patient preferences	Supportive services	n-size
State average for Kansas facilities	79%	77%	80%	78%	81%	83%	4,335
SALINE							
LEGACY AT SALINA ***	***	***	***	***	***	***	***
PINNACLE PARK NURSING AND REHAB CENTER ***	***	***	***	***	***	***	***
SALINA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
SMOKY HILL REHABILITATION CENTER ***	***	***	***	***	***	***	***
SCOTT							
PARK LANE NURSING HOME ***	***	***	***	***	***	***	***
SEDGWICK							
AVITA HEALTH AND REHAB AT REEDS COVE ***	***	***	***	***	***	***	***
CARITAS CENTER, INC.	100%	100%	90%	100%	100%	100%	14
CATHOLIC CARE CENTER INC ***	***	***	***	***	***	***	***
CHENEY GOLDEN AGE HOME ***	***	***	***	***	***	***	***
CLEARWATER NURSING & REHAB CENTER ***	***	***	***	***	***	***	***
DERBY HEALTH & REHAB CENTER	92%	85%	97%	92%	91%	87%	13
DIVERSICARE OF HAYSVILLE	78%	84%	82%	93%	87%	91%	65
FAMILY HEALTH & REHABILITATION CENTER	94%	87%	94%	85%	93%	93%	17
HOMESTEAD HEALTH CENTER	91%	86%	87%	96%	94%	92%	29
KANSAS MASONIC HOME ***	***	***	***	***	***	***	***
LAKEPOINT RETIREMENT & REHAB CTR OF WICHITA	63%	70%	74%	78%	74%	80%	38
LARKSFIELD PLACE	100%	89%	88%	96%	99%	98%	23
LEGACY ON COLLEGE HILL	73%	74%	75%	75%	73%	71%	23
LIFE CARE CENTER OF WICHITA ***	***	***	***	***	***	***	***
MANORCARE HEALTH SERVICES - WICHITA ***	***	***	***	***	***	***	***
MEDICALODGES GODDARD	96%	96%	99%	100%	98%	100%	25
MEDICALODGES WICHITA	58%	78%	68%	81%	63%	84%	27
MERIDIAN REHAB & HEALTH CARE CENTER ***	***	***	***	***	***	***	***
MOUNT HOPE NURSING CENTER	87%	92%	85%	89%	90%	91%	22
ORCHARD GARDENS HEALTH & REHAB	71%	83%	73%	71%	78%	78%	21
REEDS COVE HEALTH & REHAB	86%	73%	80%	68%	83%	66%	11
REGENT PARK REHABILITATION & HEALTHCARE ***	***	***	***	***	***	***	***
ROLLING HILLS HEALTH & REHAB	90%	91%	90%	100%	87%	94%	30
SANDPIPER HEALTHCARE AND REHAB CENTER, LLC ***	***	***	***	***	***	***	***

Information & education

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

Supportive services

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

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

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	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
SALINE							
LEGACY AT SALINA ***	***	***	***	***	***	***	***
PINNACLE PARK NURSING AND REHAB CENTER ***	***	***	***	***	***	***	***
SALINA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
SMOKY HILL REHABILITATION CENTER ***	***	***	***	***	***	***	***
SCOTT							
PARK LANE NURSING HOME ***	***	***	***	***	***	***	***
SEDGWICK							
AVITA HEALTH AND REHAB AT REEDS COVE ***	***	***	***	***	***	***	***
CARITAS CENTER, INC.	5.00	★	★	★	★	★	14
CATHOLIC CARE CENTER INC ***	***	***	***	***	***	***	***
CHENEY GOLDEN AGE HOME ***	***	***	***	***	***	***	***
CLEARWATER NURSING & REHAB CENTER ***	***	***	***	***	***	***	***
DERBY HEALTH & REHAB CENTER	4.72	★	★	★	★	★	13
DIVERSICARE OF HAYSVILLE	4.51	★	★	★	★	★	65
FAMILY HEALTH & REHABILITATION CENTER	4.59	★	★	★	★	★	17
HOMESTEAD HEALTH CENTER	4.61	★	★	★	★	★	29
KANSAS MASONIC HOME ***	***	***	***	***	***	***	***
LAKEPOINT RETIREMENT & REHAB CTR OF WICHITA	3.74	★	★	★	★	★	38
LARKSFIELD PLACE	4.65	★	★	★	★	★	23
LEGACY ON COLLEGE HILL	3.72	★	★	★	★	★	23
LIFE CARE CENTER OF WICHITA ***	***	***	***	***	***	***	***
MANORCARE HEALTH SERVICES - WICHITA ***	***	***	***	***	***	***	***
MEDICALODGES GODDARD	4.64	★	★	★	★	★	25
MEDICALODGES WICHITA	4.10	★	★	★	★	★	27
MERIDIAN REHAB & HEALTH CARE CENTER ***	***	***	***	***	***	***	***
MOUNT HOPE NURSING CENTER	4.19	★	★	★	★	★	22
ORCHARD GARDENS HEALTH & REHAB	3.85	★	★	★	★	★	21
REEDS COVE HEALTH & REHAB	4.44	★	★	★	★	★	11
REGENT PARK REHABILITATION & HEALTHCARE ***	***	***	***	***	***	***	***
ROLLING HILLS HEALTH & REHAB	4.23	★	★	★	★	★	30
SANDPIPER HEALTHCARE AND REHAB CENTER, LLC ***	***	***	***	***	***	***	***

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Star Rating	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	51%	88%		83%	81%	85%	4,335
SEDGWICK							
WESTVIEW OF DERBY ***	***	***	***	***	***	***	***
WICHITA CARE & REHABILITATION	40%	68%	3.70	69%	67%	54%	27
WICHITA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
SEWARD							
GOOD SAMARITAN SOCIETY - LIBERAL	33%	78%	3.74	89%	78%	70%	10
SOUTHWEST MEDICAL CENTER SNF ***	***	***	***	***	***	***	***
WHEATRIDGE PARK CARE CENTER	76%	100%	4.42	79%	78%	89%	29
SHAWNEE							
ALDERSGATE VILLAGE ***	***	***	***	***	***	***	***
BREWSTER HEALTH CENTER	54%	93%	4.11	83%	79%	98%	30
BRIGHTON PLACE NORTH ***	***	***	***	***	***	***	***
BRIGHTON PLACE WEST ***	***	***	***	***	***	***	***
COUNTRYSIDE HEALTH CENTER ***	***	***	***	***	***	***	***
LEGACY ON 10TH AVENUE	21%	59%	3.48	47%	66%	85%	29
LEXINGTON PARK NURSING & POST ACUTE CENTER	41%	90%	4.19	78%	75%	92%	45
MANORCARE HEALTH SERVICES - TOPEKA ***	***	***	***	***	***	***	***
MCCRITE PLAZA HEALTH CENTER	70%	100%	4.68	93%	98%	100%	31
PLAZA WEST REGIONAL HEALTH CENTER	53%	91%	4.32	79%	79%	90%	69
PROVIDENCE LIVING CENTER **	25%	58%	3.20	66%	56%	81%	57
ROLLING HILLS HEALTH CENTER	49%	84%	4.12	72%	75%	85%	54
ROSSVILLE HEALTHCARE & REHAB CENTER ***	***	***	***	***	***	***	***
TANGLEWOOD NURSING & REHABILITATION ***	***	***	***	***	***	***	***
THE HEALTHCARE RESORT OF TOPEKA ***	***	***	***	***	***	***	***
TOPEKA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
SHERIDAN							
SHERIDAN COUNTY HOSPITAL LTCU	60%	100%	4.61	97%	95%	100%	15
SHERMAN							
GOOD SAMARITAN SOCIETY - SHERMAN COUNTY	31%	94%	4.33	84%	86%	88%	16
SMITH							
KENSINGTON HEALTH AND REHAB. ***	***	***	***	***	***	***	***
SMITH CENTER HEALTH & REHAB	57%	100%	4.15	96%	98%	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

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Info & education	Patient safety	Physical comfort	Relationships	Respect for patient preferences	Supportive services	n-size
State average for Kansas facilities	79%	77%	80%	78%	81%	83%	4,335
SEDGWICK							
WESTVIEW OF DERBY ***	***	***	***	***	***	***	***
WICHITA CARE & REHABILITATION	74%	65%	67%	48%	75%	72%	27
WICHITA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
SEWARD							
GOOD SAMARITAN SOCIETY - LIBERAL	70%	55%	60%	65%	69%	60%	10
SOUTHWEST MEDICAL CENTER SNF ***	***	***	***	***	***	***	***
WHEATRIDGE PARK CARE CENTER	74%	83%	86%	88%	85%	86%	29
SHAWNEE							
ALDERSGATE VILLAGE ***	***	***	***	***	***	***	***
BREWSTER HEALTH CENTER	73%	70%	85%	75%	77%	72%	30
BRIGHTON PLACE NORTH ***	***	***	***	***	***	***	***
BRIGHTON PLACE WEST ***	***	***	***	***	***	***	***
COUNTRYSIDE HEALTH CENTER ***	***	***	***	***	***	***	***
LEGACY ON 10TH AVENUE	43%	48%	50%	59%	61%	73%	29
LEXINGTON PARK NURSING & POST ACUTE CENTER	73%	86%	79%	62%	79%	81%	45
MANORCARE HEALTH SERVICES - TOPEKA ***	***	***	***	***	***	***	***
MCCRITE PLAZA HEALTH CENTER	90%	72%	78%	98%	96%	94%	31
PLAZA WEST REGIONAL HEALTH CENTER	71%	70%	79%	73%	78%	82%	69
PROVIDENCE LIVING CENTER **	58%	76%	66%	71%	62%	64%	57
ROLLING HILLS HEALTH CENTER	67%	63%	79%	69%	74%	79%	54
ROSSVILLE HEALTHCARE & REHAB CENTER ***	***	***	***	***	***	***	***
TANGLEWOOD NURSING & REHABILITATION ***	***	***	***	***	***	***	***
THE HEALTHCARE RESORT OF TOPEKA ***	***	***	***	***	***	***	***
TOPEKA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
SHERIDAN							
SHERIDAN COUNTY HOSPITAL LTCU	90%	86%	86%	82%	91%	89%	15
SHERMAN							
GOOD SAMARITAN SOCIETY - SHERMAN COUNTY	87%	80%	75%	84%	85%	85%	16
SMITH							
KENSINGTON HEALTH AND REHAB. ***	***	***	***	***	***	***	***
SMITH CENTER HEALTH & REHAB	100%	71%	75%	89%	96%	93%	14

Information & education

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

Supportive services

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

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

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	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
SEDGWICK							
WESTVIEW OF DERBY ***	***	***	***	***	***	***	***
WICHITA CARE & REHABILITATION	3.70	★	★	★	★	★	27
WICHITA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
SEWARD							
GOOD SAMARITAN SOCIETY - LIBERAL	3.74	★	★	★	★	★	10
SOUTHWEST MEDICAL CENTER SNF ***	***	***	***	***	***	***	***
WHEATRIDGE PARK CARE CENTER	4.42	★	★	★	★	★	29
SHAWNEE							
ALDERSGATE VILLAGE ***	***	***	***	***	***	***	***
BREWSTER HEALTH CENTER	4.11	★	★	★	★	★	30
BRIGHTON PLACE NORTH ***	***	***	***	***	***	***	***
BRIGHTON PLACE WEST ***	***	***	***	***	***	***	***
COUNTRYSIDE HEALTH CENTER ***	***	***	***	***	***	***	***
LEGACY ON 10TH AVENUE	3.48	★	★	★	★	★	29
LEXINGTON PARK NURSING & POST ACUTE CENTER	4.19	★	★	★	★	★	45
MANORCARE HEALTH SERVICES - TOPEKA ***	***	***	***	***	***	***	***
MCCRITE PLAZA HEALTH CENTER	4.68	★	★	★	★	★	31
PLAZA WEST REGIONAL HEALTH CENTER	4.32	★	★	★	★	★	69
PROVIDENCE LIVING CENTER **	3.20	★	★	★	★	★	57
ROLLING HILLS HEALTH CENTER	4.12	★	★	★	★	★	54
ROSSVILLE HEALTHCARE & REHAB CENTER ***	***	***	***	***	***	***	***
TANGLEWOOD NURSING & REHABILITATION ***	***	***	***	***	***	***	***
THE HEALTHCARE RESORT OF TOPEKA ***	***	***	***	***	***	***	***
TOPEKA PRESBYTERIAN MANOR ***	***	***	***	***	***	***	***
SHERIDAN							
SHERIDAN COUNTY HOSPITAL LTCU	4.61	★	★	★	★	★	15
SHERMAN							
GOOD SAMARITAN SOCIETY - SHERMAN COUNTY	4.33	★	★	★	★	★	16
SMITH							
KENSINGTON HEALTH AND REHAB. ***	***	***	***	***	***	***	***
SMITH CENTER HEALTH & REHAB	4.15	★	★	★	★	★	14

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Star Rating	Coord. of care	Emotional support	Involvement of family & friends	n-size
State average for Kansas facilities	51%	88%		83%	81%	85%	4,335
STAFFORD							
LEISURE HOMESTEAD AT ST. JOHN *	17%	100%	4.31	92%	100%	88%	7
LEISURE HOMESTEAD AT STAFFORD	40%	80%	3.88	83%	77%	77%	15
STANTON							
STANTON COUNTY HEALTH CARE LTCU *	57%	86%	4.34	100%	95%	100%	8
STEVENS							
PIONEER MANOR	77%	86%	4.61	98%	95%	92%	25
SUMNER							
BOTKIN CARE & REHABILITATION	0%	0%	0.00	0%	0%	0%	15
MEDICALDGES OXFORD *	56%	100%	4.48	89%	85%	50%	9
SPRING VIEW MANOR ***	***	***	***	***	***	***	***
SUMNER REGIONAL MEDICAL CENTER SNF ***	***	***	***	***	***	***	***
VILLA MARIA	35%	93%	4.40	91%	89%	94%	34
WELLINGTON HEALTH & REHAB	59%	94%	4.33	82%	88%	82%	17
THOMAS							
COLBY HEALTH & REHAB	22%	79%	4.02	72%	77%	78%	19
PRAIRIE SENIOR LIVING COMPLEX	42%	97%	4.41	79%	80%	100%	31
TREGO							
TREGO MANOR ***	***	***	***	***	***	***	***
WABAUNSEE							
ALMA MANOR	33%	67%	3.86	65%	58%	62%	21
ESKRIDGE CARE & REHABILITATION	29%	61%	3.49	70%	64%	70%	38
WALLACE							
WALLACE COUNTY COMMUNITY CARE CENTER INC *	83%	100%	4.68	90%	68%	83%	6
WASHINGTON							
LINN COMMUNITY NURSING CENTER	50%	100%	4.55	93%	86%	86%	16
THE CENTENNIAL HOMESTEAD ***	***	***	***	***	***	***	***
WICHITA							
WICHITA COUNTY HEALTH CENTER ***	***	***	***	***	***	***	***
WILSON							
NEODESHA CARE & REHAB CENTER	35%	75%	3.66	75%	63%	60%	20
WOODSON							
YATES CENTER HEALTH & REHAB	41%	88%	4.34	88%	80%	62%	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

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

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	Info & education	Patient safety	Physical comfort	Relationships	Respect for patient preferences	Supportive services	n-size
State average for Kansas facilities	79%	77%	80%	78%	81%	83%	4,335
STAFFORD							
LEISURE HOMESTEAD AT ST. JOHN *	100%	100%	100%	92%	89%	78%	7
LEISURE HOMESTEAD AT STAFFORD	73%	80%	85%	73%	84%	91%	15
STANTON							
STANTON COUNTY HEALTH CARE LTCU *	93%	100%	100%	79%	94%	95%	8
STEVENS							
PIONEER MANOR	92%	88%	99%	96%	92%	91%	25
SUMNER							
BOTKIN CARE & REHABILITATION	0%	0%	0%	0%	0%	0%	15
MEDICALODGES OXFORD *	83%	78%	80%	89%	89%	81%	9
SPRING VIEW MANOR ***	***	***	***	***	***	***	***
SUMNER REGIONAL MEDICAL CENTER SNF ***	***	***	***	***	***	***	***
VILLA MARIA	88%	85%	84%	86%	85%	85%	34
WELLINGTON HEALTH & REHAB	85%	85%	89%	82%	89%	88%	17
THOMAS							
COLBY HEALTH & REHAB	73%	81%	70%	79%	70%	75%	19
PRAIRIE SENIOR LIVING COMPLEX	79%	70%	76%	60%	79%	76%	31
TREGO							
TREGO MANOR ***	***	***	***	***	***	***	***
WABAUNSEE							
ALMA MANOR	58%	76%	63%	70%	54%	88%	21
ESKRIDGE CARE & REHABILITATION	63%	68%	65%	64%	65%	64%	38
WALLACE							
WALLACE COUNTY COMMUNITY CARE CENTER INC *	92%	80%	67%	82%	87%	82%	6
WASHINGTON							
LINN COMMUNITY NURSING CENTER	78%	94%	84%	90%	84%	90%	16
THE CENTENNIAL HOMESTEAD ***	***	***	***	***	***	***	***
WICHITA							
WICHITA COUNTY HEALTH CENTER ***	***	***	***	***	***	***	***
WILSON							
NEODESHA CARE & REHAB CENTER	75%	73%	84%	73%	74%	68%	20
WOODSON							
YATES CENTER HEALTH & REHAB	85%	79%	83%	91%	87%	90%	17

Information & education

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

Supportive services

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

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

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	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
STAFFORD							
LEISURE HOMESTEAD AT ST. JOHN *	4.31	★	★	★	★	★	7
LEISURE HOMESTEAD AT STAFFORD	3.88	★	★	★	★	☆	15
STANTON							
STANTON COUNTY HEALTH CARE LTCU *	4.34	★	★	★	★	★	8
STEVENS							
PIONEER MANOR	4.61	★	★	★	★	★	25
SUMNER							
BOTKIN CARE & REHABILITATION							15
MEDICALODGES OXFORD *	4.48	★	★	★	★	★	9
SPRING VIEW MANOR ***	***	***	***	***	***	***	***
SUMNER REGIONAL MEDICAL CENTER SNF ***	***	***	***	***	***	***	***
VILLA MARIA	4.40	★	★	★	★	★	34
WELLINGTON HEALTH & REHAB	4.33	★	★	★	★	★	17
THOMAS							
COLBY HEALTH & REHAB	4.02	★	★	★	★	☆	19
PRAIRIE SENIOR LIVING COMPLEX	4.41	★	★	★	★	★	31
TREGO							
TREGO MANOR ***	***	***	***	***	***	***	***
WABAUNSEE							
ALMA MANOR	3.86	★	★	★	★	☆	21
ESKRIDGE CARE & REHABILITATION	3.49	★	★	★	★	☆	38
WALLACE							
WALLACE COUNTY COMMUNITY CARE CENTER INC *	4.68	★	★	★	★	★	6
WASHINGTON							
LINN COMMUNITY NURSING CENTER	4.55	★	★	★	★	★	16
THE CENTENNIAL HOMESTEAD ***	***	***	***	***	***	***	***
WICHITA							
WICHITA COUNTY HEALTH CENTER ***	***	***	***	***	***	***	***
WILSON							
NEODESHA CARE & REHAB CENTER	3.66	★	★	★	★	☆	20
WOODSON							
YATES CENTER HEALTH & REHAB	4.34	★	★	★	★	★	17

Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the following questions from the Resident Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

