

2019 Resident Satisfaction Ratings for Kansas Nursing Facilities

KDADS is seeking to improve the experience of residents that reside within Kansas nursing homes. For this reason, KDADS has partnered with NRC Health to gather information about satisfaction levels directly from Kansas nursing home residents. NRC Health improves the experiences of residents, nurses and staff through feedback gathered at the right time allowing for organization improvement, increased engagement and loyalty. This is the sixth year in a series of annual surveys. Every Kansas nursing home participating in Medicaid and/or in Medicare is offered the opportunity to participate in the survey. The 2019 surveys were conducted by independent, qualified and trained third party interviewers March-April 2019. The report below provides 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 N Size

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions that responded with **Excellent** or **Good**

* - Indicates a facility with fewer than 10 responses; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall Satisfaction	Recommend to friends/family	Star Rating	Quality of Life	Quality of Care	Quality of Service	n-size
State average for Kansas facilities	87%	86%		85%	84%	82%	3,959
ALLEN							
MORAN MANOR - SKILLED NURSING BY AMERICARE	83%	75%	3.61	87%	79%	76%	12
WINDSOR PLACE AT IOLA LLC	95%	100%	3.76	92%	91%	91%	23
ANDERSON							
ANDERSON COUNTY HOSPITAL LTCU	100%	100%	4.48	96%	99%	96%	14
PARKVIEW HEIGHTS	***	***	***	***	***	***	***
ATCHISON							
ATCHISON SENIOR VILLAGE	***	***	***	***	***	***	***
DOOLEY CENTER INC	100%	100%	4.76	100%	99%	97%	29
MEDICALODGES ATCHISON	82%	82%	3.51	92%	87%	83%	17
BARBER							
KIOWA HOSPITAL DISTRICT MANOR	***	***	***	***	***	***	***
BARTON							
GREAT BEND HEALTH & REHAB CENTER	***	***	***	***	***	***	***
MEDICALODGES GREAT BEND	81%	81%	3.54	91%	77%	78%	17
WOODHAVEN CARE CENTER *	75%	63%	4.00	66%	67%	69%	9
BOURBON							
FORT SCOTT MANOR	***	***	***	***	***	***	***
MEDICALODGES FORT SCOTT	100%	100%	4.17	92%	82%	76%	12
BROWN							
MAPLE HEIGHTS NURSING AND REHABILITATION CENTER	93%	93%	4.02	98%	93%	85%	15
TRI-COUNTY MANOR *	63%	43%	2.92	74%	70%	50%	8
BUTLER							
FOUNTAINVIEW NURSING & REHABILITATION CENTER	79%	79%	3.48	69%	66%	84%	15
LAKE POINT AUGUSTA SNF	***	***	***	***	***	***	***
LAKEPOINT EL DORADO SNF	***	***	***	***	***	***	***
LIFE CARE CENTER OF ANDOVER	***	***	***	***	***	***	***
MEDICALODGES DOUGLASS *	88%	88%	4.42	87%	84%	88%	8
VICTORIA FALLS SNF	67%	67%	3.80	71%	65%	78%	15
WHEAT STATE MANOR	94%	88%	4.21	91%	86%	92%	16
CHASE							
CHASE COUNTY CARE & REHABILITATION CENTER	100%	100%	4.45	88%	88%	95%	11

OVERALL MEASURES

Overall satisfaction: How would you rate your overall satisfaction with this community?

Recommend to others: What is your recommendation of this home to others?

Quality of life

- Quality of dining experience
- Security of personal belongings
- Safety of facility
- Religious/Spiritual opportunities
- Meaningful activities
- Resident-to-staff friendships
- Respect for privacy
- Respectfulness of staff
- Choices/preferences

Quality of services

- Quality of laundry services
- Quality of meals
- Cleanliness of premises

Quality of care

- Care (concern) of staff
- Competency of staff
- Commitment to family updates
- Attention to resident grooming
- Adequate staff to meet needs
- Rehabilitation therapy
- CNA/NA Care
- RN/LVN/LPN care

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

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Top2 Box scores by quality dimensions and global satisfaction plus N Size

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Facility name	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
ALLEN							
MORAN MANOR - SKILLED NURSING BY AMERICARE	3.61	★	★	★	★	★	12
WINDSOR PLACE AT IOLA LLC	3.76	★	★	★	★	★	23
ANDERSON							
ANDERSON COUNTY HOSPITAL LTCU	4.48	★	★	★	★	★	14
PARKVIEW HEIGHTS	***	***	***	***	***	***	***
ATCHISON							
ATCHISON SENIOR VILLAGE	***	***	***	***	***	***	***
DOOLEY CENTER INC	4.76	★	★	★	★	★	29
MEDICALODGES ATCHISON	3.51	★	★	★	★	★	17
BARBER							
KIOWA HOSPITAL DISTRICT MANOR	***	***	***	***	***	***	***
BARTON							
GREAT BEND HEALTH & REHAB CENTER	***	***	***	***	***	***	***
MEDICALODGES GREAT BEND	3.54	★	★	★	★	★	17
WOODHAVEN CARE CENTER *	4.00	★	★	★	★	★	9
BOURBON							
FORT SCOTT MANOR	***	***	***	***	***	***	***
MEDICALODGES FORT SCOTT	4.17	★	★	★	★	★	12
BROWN							
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BUTLER							
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LAKE POINT AUGUSTA SNF	***	***	***	***	***	***	***
LAKEPOINT EL DORADO SNF	***	***	***	***	***	***	***
LIFE CARE CENTER OF ANDOVER	***	***	***	***	***	***	***
MEDICALODGES DOUGLASS *	4.42	★	★	★	★	★	8
VICTORIA FALLS SNF	3.80	★	★	★	★	★	15
WHEAT STATE MANOR	4.21	★	★	★	★	★	16
CHASE							
CHASE COUNTY CARE & REHABILITATION CENTER	4.45	★	★	★	★	★	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 home to others?

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Facility name	Overall Satisfaction	Recommend to friends/family	Star Rating	Quality of Life	Quality of Care	Quality of Service	n-size
State average for Kansas facilities	87%	86%		85%	84%	82%	3,959
CHAUTAUQUA							
PLEASANT VALLEY - SKILLED NURSING BY AMERICARE	79%	76%	3.63	73%	79%	68%	35
CHEROKEE							
GALENA NURSING CENTER - SKILLED NURSING BY AMERICARE	86%	85%	4.09	91%	85%	80%	23
MEDICALODGES COLUMBUS	92%	91%	4.06	85%	81%	78%	12
QUAKER HILL - SKILLED NURSING BY AMERICARE	95%	100%	4.43	87%	84%	77%	20
CHEYENNE							
CHEYENNE COUNTY VILLAGE, INC	***	***	***	***	***	***	***
CLARK							
MINNEOLA DISTRICT HOSPITAL LTCU *	89%	100%	4.26	90%	83%	72%	9
CLAY							
CLAY CENTER PRESBYTERIAN MANOR	***	***	***	***	***	***	***
MEDICALODGES CLAY CENTER	67%	56%	3.37	73%	84%	75%	11
WAKEFIELD CARE AND REHABILITATION CENTER	76%	75%	3.54	79%	75%	81%	21
CLOUD							
MOUNT JOSEPH SENIOR VILLAGE LLC	***	***	***	***	***	***	***
PARK VILLA NURSING HOME	100%	100%	3.67	88%	88%	77%	11
SUNSET HOME INC	88%	88%	3.59	86%	85%	89%	17
THE NICOL HOME, INC	82%	100%	3.55	87%	82%	83%	11
COFFEY							
LIFE CARE CENTER OF BURLINGTON	73%	71%	3.62	73%	70%	59%	15
SUNSET MANOR	100%	100%	4.27	99%	95%	98%	11
COMANCHE							
PIONEER LODGE	100%	92%	3.94	81%	92%	81%	12
PROTECTION VALLEY MANOR	90%	83%	3.94	79%	83%	85%	29
COWLEY							
ARKANSAS CITY PRESBYTERIAN MANOR	***	***	***	***	***	***	***
CUMBERNAULD VILLAGE	***	***	***	***	***	***	***
KANSAS VETERANS HOME	80%	76%	3.96	83%	80%	76%	30
MEDICALODGES ARKANSAS CITY	77%	69%	3.67	75%	75%	81%	13
WINFIELD REST HAVEN II LC	82%	90%	3.85	88%	82%	85%	22
WINFIELD SENIOR LIVING COMMUNITY	83%	92%	3.72	82%	90%	76%	13

OVERALL MEASURES

Overall satisfaction: How would you rate your overall satisfaction with this community?

Recommend to others: What is your recommendation of this home to others?

Quality of life

- Quality of dining experience
- Security of personal belongings
- Safety of facility
- Religious/Spiritual opportunities
- Meaningful activities
- Resident-to-staff friendships
- Respect for privacy
- Respectfulness of staff
- Choices/preferences

Quality of services

- Quality of laundry services
- Quality of meals
- Cleanliness of premises

Quality of care

- Care (concern) of staff
- Competency of staff
- Commitment to family updates
- Attention to resident grooming
- Adequate staff to meet needs
- Rehabilitation therapy
- CNA/NA Care
- RN/LVN/LPN care

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

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

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Facility name	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
CHAUTAUQUA							
PLEASANT VALLEY - SKILLED NURSING BY AMERICARE	3.63	★	★	★	★	☆	35
CHEROKEE							
GALENA NURSING CENTER - SKILLED NURSING BY AMERICARE	4.09	★	★	★	★	☆	23
MEDICALODGES COLUMBUS	4.06	★	★	★	★	☆	12
QUAKER HILL - SKILLED NURSING BY AMERICARE	4.43	★	★	★	★	★	20
CHEYENNE							
CHEYENNE COUNTY VILLAGE, INC	***	***	***	***	***	***	***
CLARK							
MINNEOLA DISTRICT HOSPITAL LTCU *	4.26	★	★	★	★	★	9
CLAY							
CLAY CENTER PRESBYTERIAN MANOR	***	***	***	***	***	***	***
MEDICALODGES CLAY CENTER	3.37	★	★	★	★	☆	11
WAKEFIELD CARE AND REHABILITATION CENTER	3.54	★	★	★	★	☆	21
CLOUD							
MOUNT JOSEPH SENIOR VILLAGE LLC	***	***	***	***	***	***	***
PARK VILLA NURSING HOME	3.67	★	★	★	★	☆	11
SUNSET HOME INC	3.59	★	★	★	★	☆	17
THE NICOL HOME, INC	3.55	★	★	★	★	☆	11
COFFEY							
LIFE CARE CENTER OF BURLINGTON	3.62	★	★	★	★	☆	15
SUNSET MANOR	4.27	★	★	★	★	★	11
COMANCHE							
PIONEER LODGE	3.94	★	★	★	★	☆	12
PROTECTION VALLEY MANOR	3.94	★	★	★	★	☆	29
COWLEY							
ARKANSAS CITY PRESBYTERIAN MANOR	***	***	***	***	***	***	***
CUMBERNAULD VILLAGE	***	***	***	***	***	***	***
KANSAS VETERANS HOME	3.96	★	★	★	★	☆	30
MEDICALODGES ARKANSAS CITY	3.67	★	★	★	★	☆	13
WINFIELD REST HAVEN II LC	3.85	★	★	★	★	☆	22
WINFIELD SENIOR LIVING COMMUNITY	3.72	★	★	★	★	☆	13

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State average for Kansas facilities	87%	86%		85%	84%	82%	3,959
CRAWFORD							
ARMA HEALTH & REHAB	100%	100%	4.24	94%	97%	87%	14
MEDICALODGES FRONTENAC	92%	92%	3.72	89%	91%	91%	26
MEDICALODGES GIRARD *	100%	100%	3.67	92%	95%	83%	9
MEDICALODGES PITTSBURG	82%	88%	4.06	88%	79%	75%	17
PITTSBURG CARE AND REHABILITATION CENTER	61%	53%	3.56	74%	80%	69%	18
VIA CHRISTI VILLAGE PITTSBURG INC	90%	91%	4.38	85%	83%	83%	32
DECATUR							
GOOD SAMARITAN SOCIETY - DECATUR COUNTY	89%	84%	4.09	89%	93%	85%	19
DICKINSON							
CHAPMAN VALLEY MANOR	***	***	***	***	***	***	***
ENTERPRISE ESTATES	92%	85%	4.23	75%	81%	82%	14
LEGACY OF HERINGTON	87%	80%	3.58	87%	79%	78%	16
VILLAGE MANOR	92%	87%	3.89	84%	82%	86%	26
DONIPHAN							
HIGHLAND HEALTHCARE AND REHABILITATION CENTER, L	43%	50%	2.62	64%	67%	67%	7
WATHENA HEALTHCARE & REHABILITATION CENTER	85%	84%	3.80	85%	84%	83%	20
DOUGLAS							
BALDWIN HEALTHCARE & REHABILITATION CENTER	92%	83%	4.14	86%	87%	82%	24
BRANDON WOODS AT ALVAMAR	78%	77%	3.84	74%	77%	77%	43
LAWRENCE MEMORIAL HOSPITAL SNF	***	***	***	***	***	***	***
LAWRENCE PRESBYTERIAN MANOR	***	***	***	***	***	***	***
MEDICALODGES EUDORA	94%	100%	4.22	99%	99%	94%	17
PIONEER RIDGE HEALTH CENTER	***	***	***	***	***	***	***
EDWARDS							
MEDICALODGES KINSLEY *	100%	100%	4.42	90%	93%	87%	8
ELLIS							
GOOD SAMARITAN SOCIETY - ELLIS	***	***	***	***	***	***	***
GOOD SAMARITAN SOCIETY - HAYS	***	***	***	***	***	***	***
VIA CHRISTI VILLAGE HAYS	89%	91%	4.11	83%	84%	80%	38

OVERALL MEASURES

Overall satisfaction: How would you rate your overall satisfaction with this community?

Recommend to others: What is your recommendation of this home to others?

Quality of life

- Quality of dining experience
- Security of personal belongings
- Safety of facility
- Religious/Spiritual opportunities
- Meaningful activities
- Resident-to-staff friendships
- Respect for privacy
- Respectfulness of staff
- Choices/preferences

Quality of services

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- Quality of meals
- Cleanliness of premises

Quality of care

- Care (concern) of staff
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CRAWFORD							
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MEDICALODGES FRONTENAC	3.72	★	★	★	☆	☆	26
MEDICALODGES GIRARD *	3.67	★	★	★	☆	☆	9
MEDICALODGES PITTSBURG	4.06	★	★	★	★	☆	17
PITTSBURG CARE AND REHABILITATION CENTER	3.56	★	★	★	★	☆	18
VIA CHRISTI VILLAGE PITTSBURG INC	4.38	★	★	★	★	★	32
DECATUR							
GOOD SAMARITAN SOCIETY - DECATUR COUNTY	4.09	★	★	★	★	☆	19
DICKINSON							
CHAPMAN VALLEY MANOR	***	***	***	***	***	***	***
ENTERPRISE ESTATES	4.23	★	★	★	★	☆	14
LEGACY OF HERINGTON	3.58	★	★	★	☆	☆	16
VILLAGE MANOR	3.89	★	★	★	★	☆	26
DONIPHAN							
HIGHLAND HEALTHCARE AND REHABILITATION CENTER, L	2.62	★	★	☆	☆	☆	7
WATHENA HEALTHCARE & REHABILITATION CENTER	3.80	★	★	★	★	☆	20
DOUGLAS							
BALDWIN HEALTHCARE & REHABILITATION CENTER	4.14	★	★	★	★	☆	24
BRANDON WOODS AT ALVAMAR	3.84	★	★	★	★	☆	43
LAWRENCE MEMORIAL HOSPITAL SNF	***	***	***	***	***	***	***
LAWRENCE PRESBYTERIAN MANOR	***	***	***	***	***	***	***
MEDICALODGES EUDORA	4.22	★	★	★	★	☆	17
PIONEER RIDGE HEALTH CENTER	***	***	***	***	***	***	***
EDWARDS							
MEDICALODGES KINSLEY *	4.42	★	★	★	★	☆	8
ELLIS							
GOOD SAMARITAN SOCIETY - ELLIS	***	***	***	***	***	***	***
GOOD SAMARITAN SOCIETY - HAYS	***	***	***	***	***	***	***
VIA CHRISTI VILLAGE HAYS	4.11	★	★	★	★	☆	38

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State average for Kansas facilities	87%	86%		85%	84%	82%	3,959
ELLSWORTH							
GOOD SAMARITAN SOCIETY - ELLSWORTH VILLAGE	94%	87%	3.94	94%	91%	88%	20
WILSON HEALTH & REHABILITATION	85%	83%	3.72	87%	82%	92%	13
FINNEY							
GARDEN VALLEY RETIREMENT VILLAGE	***	***	***	***	***	***	***
THE RANCH HOUSE SENIOR LIVING	58%	67%	3.39	81%	68%	68%	12
FORD							
HILL TOP HOUSE *	100%	100%	4.08	97%	100%	94%	8
KANSAS SOLDIERS HOME	67%	67%	3.58	79%	76%	79%	15
MANOR OF THE PLAINS	***	***	***	***	***	***	***
SUNPORCH OF DODGE CITY	***	***	***	***	***	***	***
TRINITY MANOR	60%	80%	3.47	83%	82%	75%	10
FRANKLIN							
OTTAWA RETIREMENT VILLAGE	***	***	***	***	***	***	***
RICHMOND HEALTHCARE AND REHABILITATION CENTER,	88%	80%	4.01	80%	87%	78%	26
WELLSVILLE RETIREMENT COMMUNITY	96%	100%	4.74	93%	93%	90%	23
GEARY							
VALLEY VIEW SENIOR LIFE	87%	87%	4.07	90%	91%	79%	15
GOVE							
GOVE COUNTY MEDICAL CENTER LTCU	100%	93%	4.42	97%	94%	98%	16
GRAHAM							
DAWSON PLACE, INC	100%	83%	4.03	90%	92%	64%	13
GRAY							
BETHEL HOME, INC.	93%	93%	4.48	95%	97%	98%	14
THE SHEPHERD'S CENTER	100%	100%	4.52	92%	84%	82%	11
GREELEY							
GREELEY COUNTY HOSPITAL LTCU	92%	100%	4.18	98%	97%	88%	14
GREENWOOD							
EUREKA NURSING CENTER	100%	100%	3.67	93%	95%	96%	31
HARPER							
ANTHONY COMMUNITY CARE CENTER	60%	50%	3.33	83%	75%	67%	10
ATTICA LONG TERM CARE FACILITY	100%	100%	4.60	92%	97%	95%	10

OVERALL MEASURES

Overall satisfaction: How would you rate your overall satisfaction with this community?

Recommend to others: What is your recommendation of this home to others?

Quality of life

- Quality of dining experience
- Security of personal belongings
- Safety of facility
- Religious/Spiritual opportunities
- Meaningful activities
- Resident-to-staff friendships
- Respect for privacy
- Respectfulness of staff
- Choices/preferences

Quality of services

- Quality of laundry services
- Quality of meals
- Cleanliness of premises

Quality of care

- Care (concern) of staff
- Competency of staff
- Commitment to family updates
- Attention to resident grooming
- Adequate staff to meet needs
- Rehabilitation therapy
- CNA/NA Care
- RN/LVN/LPN care

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

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

2019 Resident Satisfaction Ratings for Kansas Nursing Facilities

KDADS is seeking to improve the experience of residents that reside within Kansas nursing homes. For this reason, KDADS has partnered with NRC Health to gather information about satisfaction levels directly from Kansas nursing home residents. NRC Health improves the experiences of residents, nurses and staff through feedback gathered at the right time allowing for organization improvement, increased engagement and loyalty. This is the sixth year in a series of annual surveys. Every Kansas nursing home participating in Medicaid and/or in Medicare is offered the opportunity to participate in the survey. The 2019 surveys were conducted by independent, qualified and trained third party interviewers March-April 2019. The report below provides 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 N Size

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions that responded with **Excellent** or **Good**

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"n-size" refers to the number of survey respondents.

Facility name	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
ELLSWORTH							
GOOD SAMARITAN SOCIETY - ELLSWORTH VILLAGE	3.94	★	★	★	★	☆	20
WILSON HEALTH & REHABILITATION	3.72	★	★	★	★	☆	13
FINNEY							
GARDEN VALLEY RETIREMENT VILLAGE	***	***	***	***	***	***	***
THE RANCH HOUSE SENIOR LIVING	3.39	★	★	★	★	☆	12
FORD							
HILL TOP HOUSE *	4.08	★	★	★	★	☆	8
KANSAS SOLDIERS HOME	3.58	★	★	★	★	☆	15
MANOR OF THE PLAINS	***	***	***	***	***	***	***
SUNPORCH OF DODGE CITY	***	***	***	***	***	***	***
TRINITY MANOR	3.47	★	★	★	★	☆	10
FRANKLIN							
OTTAWA RETIREMENT VILLAGE	***	***	***	***	***	***	***
RICHMOND HEALTHCARE AND REHABILITATION CENTER,	4.01	★	★	★	★	☆	26
WELLSVILLE RETIREMENT COMMUNITY	4.74	★	★	★	★	★	23
GEARY							
VALLEY VIEW SENIOR LIFE	4.07	★	★	★	★	☆	15
GOVE							
GOVE COUNTY MEDICAL CENTER LTCU	4.42	★	★	★	★	★	16
GRAHAM							
DAWSON PLACE, INC	4.03	★	★	★	★	☆	13
GRAY							
BETHEL HOME, INC.	4.48	★	★	★	★	★	14
THE SHEPHERD'S CENTER	4.52	★	★	★	★	★	11
GREELEY							
GREELEY COUNTY HOSPITAL LTCU	4.18	★	★	★	★	☆	14
GREENWOOD							
EUREKA NURSING CENTER	3.67	★	★	★	★	☆	31
HARPER							
ANTHONY COMMUNITY CARE CENTER	3.33	★	★	★	★	☆	10
ATTICA LONG TERM CARE FACILITY	4.60	★	★	★	★	★	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 home to others?

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Top2 Box scores by quality dimensions and global satisfaction plus N Size

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions that responded with **Excellent** or **Good**

* - Indicates a facility with fewer than 10 responses; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall Satisfaction	Recommend to friends/family	Star Rating	Quality of Life	Quality of Care	Quality of Service	n-size
State average for Kansas facilities	87%	86%		85%	84%	82%	3,959
HARVEY							
ASBURY PARK	***	***	***	***	***	***	***
BETHEL HEALTH CARE CENTRE	***	***	***	***	***	***	***
DIVERSICARE OF SEDGWICK	100%	100%	4.33	97%	99%	97%	40
HALSTEAD HEALTH AND REHABILITATION CENTER	100%	95%	4.03	95%	97%	95%	20
KANSAS CHRISTIAN HOME	***	***	***	***	***	***	***
NEWTON PRESBYTERIAN MANOR	***	***	***	***	***	***	***
SCHOWALTER VILLA	***	***	***	***	***	***	***
HASKELL							
SATANTA DISTRICT HOSPITAL LTCU *	100%	100%	4.26	90%	93%	81%	9
HODGEMAN							
HODGEMAN COUNTY HEALTH CENTER LTCU	***	***	***	***	***	***	***
JACKSON							
MEDICALODGES JACKSON COUNTY	90%	85%	4.10	91%	91%	96%	21
JEFFERSON							
F W HUSTON MEDICAL CENTER	93%	93%	3.95	97%	89%	85%	14
HICKORY POINTE CARE & REHABILITATION CENTER	***	***	***	***	***	***	***
VALLEY HEALTH CENTER	***	***	***	***	***	***	***
VILLAGE VILLA	***	***	***	***	***	***	***
JOHNSON							
ABERDEEN VILLAGE	***	***	***	***	***	***	***
ADVANCED HEALTH CARE OF OVERLAND PARK	***	***	***	***	***	***	***
ADVENT HEALTH CARE CENTERS OF SHAWNEE	76%	70%	3.40	69%	71%	72%	35
AZRIA HEALTH OLATHE	***	***	***	***	***	***	***
BRIGHTON GARDENS OF PRAIRIE VILLAGE *	100%	88%	4.42	95%	100%	97%	8
BROOKDALE OVERLAND PARK	***	***	***	***	***	***	***
BROOKDALE ROSEHILL	***	***	***	***	***	***	***
CLARIDGE COURT	***	***	***	***	***	***	***
COVENANT PLACE OF LENEXA	***	***	***	***	***	***	***
DELMAR GARDENS OF OVERLAND PARK	86%	81%	4.02	82%	72%	83%	21
EL DORADO CARE AND REHAB CENTER	***	***	***	***	***	***	***
EVERGREEN COMMUNITY OF JOHNSON COUNTY	97%	100%	4.56	87%	93%	89%	30
GARDEN TERRACE AT OVERLAND PARK	***	***	***	***	***	***	***

OVERALL MEASURES

Overall satisfaction: How would you rate your overall satisfaction with this community?

Recommend to others: What is your recommendation of this home to others?

Quality of life

- Quality of dining experience
- Security of personal belongings
- Safety of facility
- Religious/Spiritual opportunities
- Meaningful activities
- Resident-to-staff friendships
- Respect for privacy
- Respectfulness of staff
- Choices/preferences

Quality of services

- Quality of laundry services
- Quality of meals
- Cleanliness of premises

Quality of care

- Care (concern) of staff
- Competency of staff
- Commitment to family updates
- Attention to resident grooming
- Adequate staff to meet needs
- Rehabilitation therapy
- CNA/NA Care
- RN/LVN/LPN care

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- What is your recommendation of this home to others?

2019 Resident Satisfaction Ratings for Kansas Nursing Facilities

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Top2 Box scores by quality dimensions and global satisfaction plus N Size

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"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							
ASBURY PARK	***	***	***	***	***	***	***
BETHEL HEALTH CARE CENTRE	***	***	***	***	***	***	***
DIVERSICARE OF SEDGWICK	4.33	★	★	★	★	★	40
HALSTEAD HEALTH AND REHABILITATION CENTER	4.03	★	★	★	★	★	20
KANSAS CHRISTIAN HOME	***	***	***	***	***	***	***
NEWTON PRESBYTERIAN MANOR	***	***	***	***	***	***	***
SCHOWALTER VILLA	***	***	***	***	***	***	***
HASKELL							
SATANTA DISTRICT HOSPITAL LTCU *	4.26	★	★	★	★	★	9
HODGEMAN							
HODGEMAN COUNTY HEALTH CENTER LTCU	***	***	***	***	***	***	***
JACKSON							
MEDICALODGES JACKSON COUNTY	4.10	★	★	★	★	★	21
JEFFERSON							
F W HUSTON MEDICAL CENTER	3.95	★	★	★	★	★	14
HICKORY POINTE CARE & REHABILITATION CENTER	***	***	***	***	***	***	***
VALLEY HEALTH CENTER	***	***	***	***	***	***	***
VILLAGE VILLA	***	***	***	***	***	***	***
JOHNSON							
ABERDEEN VILLAGE	***	***	***	***	***	***	***
ADVANCED HEALTH CARE OF OVERLAND PARK	***	***	***	***	***	***	***
ADVENT HEALTH CARE CENTERS OF SHAWNEE	3.40	★	★	★	★	★	35
AZRIA HEALTH OLATHE	***	***	***	***	***	***	***
BRIGHTON GARDENS OF PRAIRIE VILLAGE *	4.42	★	★	★	★	★	8
BROOKDALE OVERLAND PARK	***	***	***	***	***	***	***
BROOKDALE ROSEHILL	***	***	***	***	***	***	***
CLARIDGE COURT	***	***	***	***	***	***	***
COVENANT PLACE OF LENEXA	***	***	***	***	***	***	***
DELMAR GARDENS OF OVERLAND PARK	4.02	★	★	★	★	★	21
EL DORADO CARE AND REHAB CENTER	***	***	***	***	***	***	***
EVERGREEN COMMUNITY OF JOHNSON COUNTY	4.56	★	★	★	★	★	30
GARDEN TERRACE AT OVERLAND PARK	***	***	***	***	***	***	***

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

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Facility name	Overall Satisfaction	Recommend to friends/family	Star Rating	Quality of Life	Quality of Care	Quality of Service	n-size
State average for Kansas facilities	87%	86%		85%	84%	82%	3,959
JOHNSON							
GOOD SAMARITAN SOCIETY - OLATHE	88%	92%	4.14	85%	82%	73%	37
HEALTHCARE RESORT OF LEAWOOD	***	***	***	***	***	***	***
HILLSIDE VILLAGE OF DESOTO	***	***	***	***	***	***	***
HOEGER HOUSE	***	***	***	***	***	***	***
INDIAN CREEK HEALTHCARE CENTER	***	***	***	***	***	***	***
LAKEVIEW VILLAGE	90%	92%	4.18	85%	83%	79%	55
MEADOWBROOK REHABILITATION HOSPITAL	86%	79%	3.78	82%	89%	77%	29
MEDICALODGES GARDNER	79%	77%	3.74	84%	86%	85%	42
NOTTINGHAM HEALTH & REHABILITATION	82%	91%	4.21	88%	78%	82%	11
OVERLAND PARK CENTER (FKA MANOR CARE OF OP)	***	***	***	***	***	***	***
OVERLAND PARK NURSING & REHAB CENTER INC	***	***	***	***	***	***	***
PINNACLE RIDGE NURSING & REHABILITATION *	***	***		***	***		0
PROMISE SKILLED NURSING OVERLAND PARK *	67%	78%	3.44	66%	52%	47%	9
SHARON LANE HEALTH SERVICES	***	***	***	***	***	***	***
SHAWNEE GARDENS HEALTHCARE & REHABILITATION CT	90%	86%	3.76	82%	83%	73%	23
SPRING HILL CARE & REHABILITATION CENTER	100%	100%	4.80	96%	97%	100%	10
TALLGRASS CREEK INC	***	***	***	***	***	***	***
THE FORUM AT OVERLAND PARK	93%	93%	3.98	85%	78%	83%	16
THE PLAZA HEALTH SERVICES AT SANTA MARTA	100%	100%	4.25	90%	89%	88%	10
VILLA ST FRANCIS	87%	87%	4.14	84%	83%	76%	70
VILLA ST JOSEPH	***	***	***	***	***	***	***
VILLAGE SHALOM SKILLED NURSING *	100%	83%	4.17	73%	78%	82%	9
KEARNY							
HIGH PLAINS RETIREMENT VILLAGE *	67%	56%	3.15	79%	64%	71%	9
KINGMAN							
HILLTOP MANOR *	100%	100%	3.93	86%	60%	75%	5
THE WHEATLANDS HEALTH CARE CENTER	***	***	***	***	***	***	***
KIOWA							
HAVILAND CARE CENTER	81%	81%	3.58	65%	77%	75%	16

OVERALL MEASURES

Overall satisfaction: How would you rate your overall satisfaction with this community?

Recommend to others: What is your recommendation of this home to others?

Quality of life

- Quality of dining experience
- Security of personal belongings
- Safety of facility
- Religious/Spiritual opportunities
- Meaningful activities
- Resident-to-staff friendships
- Respect for privacy
- Respectfulness of staff
- Choices/preferences

Quality of services

- Quality of laundry services
- Quality of meals
- Cleanliness of premises

Quality of care

- Care (concern) of staff
- Competency of staff
- Commitment to family updates
- Attention to resident grooming
- Adequate staff to meet needs
- Rehabilitation therapy
- CNA/NA Care
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Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the the questions from the Resident Feedback Survey:

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Top2 Box scores by quality dimensions and global satisfaction plus N Size

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions that responded with **Excellent** or **Good**

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"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							
GOOD SAMARITAN SOCIETY - OLATHE	4.14	★	★	★	★	☆	37
HEALTHCARE RESORT OF LEAWOOD	***	***	***	***	***	***	***
HILLSIDE VILLAGE OF DESOTO	***	***	***	***	***	***	***
HOEGER HOUSE	***	***	***	***	***	***	***
INDIAN CREEK HEALTHCARE CENTER	***	***	***	***	***	***	***
LAKEVIEW VILLAGE	4.18	★	★	★	★	☆	55
MEADOWBROOK REHABILITATION HOSPITAL	3.78	★	★	★	★	☆	29
MEDICALODGES GARDNER	3.74	★	★	★	★	☆	42
NOTTINGHAM HEALTH & REHABILITATION	4.21	★	★	★	★	☆	11
OVERLAND PARK CENTER (FKA MANOR CARE OF OP)	***	***	***	***	***	***	***
OVERLAND PARK NURSING & REHAB CENTER INC	***	***	***	***	***	***	***
PINNACLE RIDGE NURSING & REHABILITATION *							0
PROMISE SKILLED NURSING OVERLAND PARK *	3.44	★	★	★	★	☆	9
SHARON LANE HEALTH SERVICES	***	***	***	***	***	***	***
SHAWNEE GARDENS HEALTHCARE & REHABILITATION CT	3.76	★	★	★	★	☆	23
SPRING HILL CARE & REHABILITATION CENTER	4.80	★	★	★	★	★	10
TALLGRASS CREEK INC	***	***	***	***	***	***	***
THE FORUM AT OVERLAND PARK	3.98	★	★	★	★	☆	16
THE PLAZA HEALTH SERVICES AT SANTA MARTA	4.25	★	★	★	★	★	10
VILLA ST FRANCIS	4.14	★	★	★	★	☆	70
VILLA ST JOSEPH	***	***	***	***	***	***	***
VILLAGE SHALOM SKILLED NURSING *	4.17	★	★	★	★	☆	9
KEARNY							
HIGH PLAINS RETIREMENT VILLAGE *	3.15	★	★	★	☆	☆	9
KINGMAN							
HILLTOP MANOR *	3.93	★	★	★	★	☆	5
THE WHEATLANDS HEALTH CARE CENTER	***	***	***	***	***	***	***
KIOWA							
HAVILAND CARE CENTER	3.58	★	★	★	★	☆	16

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"n-size" refers to the number of survey respondents.

Facility name	Overall Satisfaction	Recommend to friends/family	Star Rating	Quality of Life	Quality of Care	Quality of Service	n-size
State average for Kansas facilities	87%	86%		85%	84%	82%	3,959
LABETTE							
CHETOPA MANOR	82%	82%	3.48	84%	84%	81%	11
ELMHAVEN EAST	94%	94%	3.67	88%	90%	89%	16
ELMHAVEN WEST	***	***	***	***	***	***	***
GOOD SAMARITAN SOCIETY - PARSONS	93%	90%	4.22	87%	81%	76%	41
OSWEGO HEALTH & REHAB	69%	69%	3.25	74%	83%	84%	16
PARSONS PRESBYTERIAN MANOR	***	***	***	***	***	***	***
LEAVENWORTH							
COUNTRY CARES, INC. *	100%	100%	4.05	84%	92%	100%	7
LANSING CARE & REHABILITATION CENTER	***	***	***	***	***	***	***
LEGEND HEALTHCARE, LLC	***	***	***	***	***	***	***
MEDICALODGES LEAVENWORTH	84%	68%	3.56	84%	75%	80%	20
TWIN OAKS HEALTH AND REHAB	100%	100%	4.73	98%	98%	98%	15
LINCOLN							
LINCOLN PARK MANOR INC	***	***	***	***	***	***	***
LINN							
PRESCOTT COUNTRY VIEW NURSING HOME	***	***	***	***	***	***	***
LOGAN							
LOGAN COUNTY MANOR	87%	87%	3.89	87%	87%	91%	15
LYON							
EMPORIA PRESBYTERIAN MANOR	***	***	***	***	***	***	***
FLINT HILLS CARE CENTER	***	***	***	***	***	***	***
HOLIDAY RESORT	***	***	***	***	***	***	***
MARION							
BETHESDA HOME	96%	100%	4.28	94%	91%	94%	24
PARKSIDE HOMES	***	***	***	***	***	***	***
PEABODY HEALTH AND REHAB	57%	43%	3.24	69%	60%	63%	14
SALEM HOME	***	***	***	***	***	***	***
ST LUKE LIVING CENTER	100%	100%	4.17	93%	93%	98%	12
WESTVIEW MANOR OF PEABODY	***	***	***	***	***	***	***
MARSHALL							
CAMBRIDGE PLACE	89%	88%	3.78	93%	89%	84%	18
FRANKFORT COMMUNITY CARE HOME	77%	85%	3.77	84%	79%	84%	13

OVERALL MEASURES

Overall satisfaction: How would you rate your overall satisfaction with this community?

Recommend to others: What is your recommendation of this home to others?

Quality of life

- Quality of dining experience
- Security of personal belongings
- Safety of facility
- Religious/Spiritual opportunities
- Meaningful activities
- Resident-to-staff friendships
- Respect for privacy
- Respectfulness of staff
- Choices/preferences

Quality of services

- Quality of laundry services
- Quality of meals
- Cleanliness of premises

Quality of care

- Care (concern) of staff
- Competency of staff
- Commitment to family updates
- Attention to resident grooming
- Adequate staff to meet needs
- Rehabilitation therapy
- CNA/NA Care
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"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							
CHETOPA MANOR	3.48	★	★	★	★	☆	11
ELMHAVEN EAST	3.67	★	★	★	★	☆	16
ELMHAVEN WEST	***	***	***	***	***	***	***
GOOD SAMARITAN SOCIETY - PARSONS	4.22	★	★	★	★	☆	41
OSWEGO HEALTH & REHAB	3.25	★	★	★	★	☆	16
PARSONS PRESBYTERIAN MANOR	***	***	***	***	***	***	***
LEAVENWORTH							
COUNTRY CARES, INC. *	4.05	★	★	★	★	☆	7
LANSING CARE & REHABILITATION CENTER	***	***	***	***	***	***	***
LEGEND HEALTHCARE, LLC	***	***	***	***	***	***	***
MEDICALODGES LEAVENWORTH	3.56	★	★	★	★	☆	20
TWIN OAKS HEALTH AND REHAB	4.73	★	★	★	★	★	15
LINCOLN							
LINCOLN PARK MANOR INC	***	***	***	***	***	***	***
LINN							
PRESCOTT COUNTRY VIEW NURSING HOME	***	***	***	***	***	***	***
LOGAN							
LOGAN COUNTY MANOR	3.89	★	★	★	★	☆	15
LYON							
EMPORIA PRESBYTERIAN MANOR	***	***	***	***	***	***	***
FLINT HILLS CARE CENTER	***	***	***	***	***	***	***
HOLIDAY RESORT	***	***	***	***	***	***	***
MARION							
BETHESDA HOME	4.28	★	★	★	★	★	24
PARKSIDE HOMES	***	***	***	***	***	***	***
PEABODY HEALTH AND REHAB	3.24	★	★	★	★	☆	14
SALEM HOME	***	***	***	***	***	***	***
ST LUKE LIVING CENTER	4.17	★	★	★	★	☆	12
WESTVIEW MANOR OF PEABODY	***	***	***	***	***	***	***
MARSHALL							
CAMBRIDGE PLACE	3.78	★	★	★	★	☆	18
FRANKFORT COMMUNITY CARE HOME	3.77	★	★	★	★	☆	13

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 home to others?

2019 Resident Satisfaction Ratings for Kansas Nursing Facilities

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Top2 Box scores by quality dimensions and global satisfaction plus N Size

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions that responded with **Excellent** or **Good**

* - Indicates a facility with fewer than 10 responses; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall Satisfaction	Recommend to friends/family	Star Rating	Quality of Life	Quality of Care	Quality of Service	n-size
State average for Kansas facilities	87%	86%		85%	84%	82%	3,959
MCPHERSON							
BETHANY HOME ASSOCIATION	100%	100%	4.89	97%	98%	93%	12
CEDARS, THE	87%	86%	4.29	92%	83%	78%	15
MCPHERSON HEALTH & REHAB	70%	67%	3.60	93%	84%	89%	10
MOUNDRIDGE MANOR	98%	98%	4.12	92%	92%	87%	46
PINE VILLAGE, INC	***	***	***	***	***	***	***
PLEASANT VIEW HOME	89%	93%	3.99	84%	87%	81%	50
RIVERVIEW ESTATES INC	100%	100%	4.23	92%	90%	83%	19
MEADE							
FOWLER RESIDENTIAL CARE	***	***	***	***	***	***	***
LONE TREE RETIREMENT CENTER	100%	100%	4.48	98%	97%	100%	14
MIAMI							
LIFE CARE CENTER OSAWATOMIE	***	***	***	***	***	***	***
LOUISBURG HEALTHCARE AND REHABILITATION CENTER,	75%	74%	3.53	74%	72%	68%	21
MEDICALODGES PAOLA	89%	72%	3.77	74%	71%	79%	20
NORTH POINT - SKILLED NURSING BY AMERICARE	100%	100%	4.11	90%	88%	87%	15
MITCHELL							
HILLTOP LODGE INC	91%	91%	3.63	81%	89%	77%	32
MITCHELL COUNTY HOSPITAL LTCU	92%	100%	4.43	91%	90%	87%	14
MONTGOMERY							
CHERRYVALE NURSING AND REHAB CENTER	63%	69%	3.46	68%	66%	67%	16
COFFEYVILLE REGIONAL MEDICAL CENTER SNF	***	***	***	***	***	***	***
MEDICALODGES COFFEYVILLE	78%	82%	4.04	78%	73%	72%	18
MEDICALODGES INDEPENDENCE	95%	89%	4.09	88%	82%	79%	19
MONTGOMERY PLACE *	100%	100%	4.78	95%	77%	88%	6
WINDSOR PLACE - COFFEYVILLE	100%	100%	4.25	91%	76%	78%	16
MORRIS							
DIVERSICARE OF COUNCIL GROVE	89%	85%	4.11	86%	80%	80%	32
MORTON							
MORTON COUNTY CARE CENTER	86%	79%	4.00	77%	79%	74%	14

OVERALL MEASURES

Overall satisfaction: How would you rate your overall satisfaction with this community?

Recommend to others: What is your recommendation of this home to others?

Quality of life

- Quality of dining experience
- Security of personal belongings
- Safety of facility
- Religious/Spiritual opportunities
- Meaningful activities
- Resident-to-staff friendships
- Respect for privacy
- Respectfulness of staff
- Choices/preferences

Quality of services

- Quality of laundry services
- Quality of meals
- Cleanliness of premises

Quality of care

- Care (concern) of staff
- Competency of staff
- Commitment to family updates
- Attention to resident grooming
- Adequate staff to meet needs
- Rehabilitation therapy
- CNA/NA Care
- RN/LVN/LPN care

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

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

2019 Resident Satisfaction Ratings for Kansas Nursing Facilities

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"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							
BETHANY HOME ASSOCIATION	4.89	★	★	★	★	★	12
CEDARS, THE	4.29	★	★	★	★	★	15
MCPHERSON HEALTH & REHAB	3.60	★	★	★	★	★	10
MOUNDRIDGE MANOR	4.12	★	★	★	★	★	46
PINE VILLAGE, INC	***	***	***	***	***	***	***
PLEASANT VIEW HOME	3.99	★	★	★	★	★	50
RIVERVIEW ESTATES INC	4.23	★	★	★	★	★	19
MEADE							
FOWLER RESIDENTIAL CARE	***	***	***	***	***	***	***
LONE TREE RETIREMENT CENTER	4.48	★	★	★	★	★	14
MIAMI							
LIFE CARE CENTER OSAWATOMIE	***	***	***	***	***	***	***
LOUISBURG HEALTHCARE AND REHABILITATION CENTER,	3.53	★	★	★	★	★	21
MEDICALODGES PAOLA	3.77	★	★	★	★	★	20
NORTH POINT - SKILLED NURSING BY AMERICARE	4.11	★	★	★	★	★	15
MITCHELL							
HILLTOP LODGE INC	3.63	★	★	★	★	★	32
MITCHELL COUNTY HOSPITAL LTCU	4.43	★	★	★	★	★	14
MONTGOMERY							
CHERRYVALE NURSING AND REHAB CENTER	3.46	★	★	★	★	★	16
COFFEYVILLE REGIONAL MEDICAL CENTER SNF	***	***	***	***	***	***	***
MEDICALODGES COFFEYVILLE	4.04	★	★	★	★	★	18
MEDICALODGES INDEPENDENCE	4.09	★	★	★	★	★	19
MONTGOMERY PLACE *	4.78	★	★	★	★	★	6
WINDSOR PLACE - COFFEYVILLE	4.25	★	★	★	★	★	16
MORRIS							
DIVERSICARE OF COUNCIL GROVE	4.11	★	★	★	★	★	32
MORTON							
MORTON COUNTY CARE CENTER	4.00	★	★	★	★	★	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 home to others?

2019 Resident Satisfaction Ratings for Kansas Nursing Facilities

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Top2 Box scores by quality dimensions and global satisfaction plus N Size

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions that responded with **Excellent** or **Good**

* - Indicates a facility with fewer than 10 responses; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall Satisfaction	Recommend to friends/family	Star Rating	Quality of Life	Quality of Care	Quality of Service	n-size
State average for Kansas facilities	87%	86%		85%	84%	82%	3,959
NEMAHA							
APOSTOLIC CHRISTIAN HOME	94%	94%	3.86	94%	88%	91%	17
CRESTVIEW NURSING & RESIDENTIAL LIVING	***	***	***	***	***	***	***
EASTRIDGE SKILLED NURSING FACILITY *	100%	100%	4.58	94%	95%	90%	9
LIFE CARE CENTER OF SENECA	96%	96%	4.04	96%	95%	94%	27
SABETHA MANOR - SKILLED NURSING BY AMERICARE	92%	92%	3.78	86%	86%	86%	24
NEOSHO							
DIVERSICARE OF CHANUTE *	***	***		***	***		0
HERITAGE HEALTH CARE - SKILLED NURSING BY AMERICARE	***	***	***	***	***	***	***
PRAIRIE MISSION RETIREMENT VILLAGE	***	***	***	***	***	***	***
NESS							
CEDAR VILLAGE	83%	91%	3.50	89%	93%	81%	12
GRISELL MEMORIAL HOSPITAL LTCU	***	***	***	***	***	***	***
NORTON							
ANDBE HOME, INC	100%	100%	4.06	94%	92%	81%	21
OSAGE							
BROOKSIDE RETIREMENT COMMUNITY	100%	100%	4.52	94%	95%	91%	22
OSAGE NURSING CENTER - SKILLED NURSING BY AMERICARE	88%	75%	3.92	81%	83%	75%	8
PETERSON HEALTH CARE	***	***	***	***	***	***	***
OSBORNE							
DOWNS CARE AND REHABILITATION CENTER	84%	89%	3.53	88%	78%	87%	23
PARKVIEW CARE CENTER	100%	100%	3.72	92%	95%	85%	37
OTTAWA							
MINNEAPOLIS HEALTH AND REHABILITATION	***	***	***	***	***	***	***
OTTAWA COUNTY HEALTH CENTER *	100%	100%	4.33	90%	88%	100%	1
PAWNEE							
DIVERSICARE OF LARNED	***	***	***	***	***	***	***
PHILLIPS							
LOGAN MANOR COMMUNITY HEALTH SERVICES	100%	100%	4.33	89%	84%	82%	10
PHILLIPS COUNTY RETIREMENT CENTER *	60%	60%	3.27	89%	75%	90%	5

OVERALL MEASURES

Overall satisfaction: How would you rate your overall satisfaction with this community?

Recommend to others: What is your recommendation of this home to others?

Quality of life

- Quality of dining experience
- Security of personal belongings
- Safety of facility
- Religious/Spiritual opportunities
- Meaningful activities
- Resident-to-staff friendships
- Respect for privacy
- Respectfulness of staff
- Choices/preferences

Quality of services

- Quality of laundry services
- Quality of meals
- Cleanliness of premises

Quality of care

- Care (concern) of staff
- Competency of staff
- Commitment to family updates
- Attention to resident grooming
- Adequate staff to meet needs
- Rehabilitation therapy
- CNA/NA Care
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Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the the questions from the Resident Feedback Survey:

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"n-size" refers to the number of survey respondents.

Facility name	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
NEMAHA							
APOSTOLIC CHRISTIAN HOME	3.86	★	★	★	★	☆	17
CRESTVIEW NURSING & RESIDENTIAL LIVING	***	***	***	***	***	***	***
EASTRIDGE SKILLED NURSING FACILITY *	4.58	★	★	★	★	★	9
LIFE CARE CENTER OF SENECA	4.04	★	★	★	★	☆	27
SABETHA MANOR - SKILLED NURSING BY AMERICARE	3.78	★	★	★	★	☆	24
NEOSHO							
DIVERSICARE OF CHANUTE *							0
HERITAGE HEALTH CARE - SKILLED NURSING BY AMERICARE	***	***	***	***	***	***	***
PRAIRIE MISSION RETIREMENT VILLAGE	***	***	***	***	***	***	***
NESS							
CEDAR VILLAGE	3.50	★	★	★	☆	☆	12
GRISSELL MEMORIAL HOSPITAL LTCU	***	***	***	***	***	***	***
NORTON							
ANDBE HOME, INC	4.06	★	★	★	★	☆	21
OSAGE							
BROOKSIDE RETIREMENT COMMUNITY	4.52	★	★	★	★	★	22
OSAGE NURSING CENTER - SKILLED NURSING BY AMERICARE	3.92	★	★	★	★	☆	8
PETERSON HEALTH CARE	***	***	***	***	***	***	***
OSBORNE							
DOWNNS CARE AND REHABILITATION CENTER	3.53	★	★	★	☆	☆	23
PARKVIEW CARE CENTER	3.72	★	★	★	☆	☆	37
OTTAWA							
MINNEAPOLIS HEALTH AND REHABILITATION	***	***	***	***	***	***	***
OTTAWA COUNTY HEALTH CENTER *	4.33	★	★	★	★	★	1
PAWNEE							
DIVERSICARE OF LARNED	***	***	***	***	***	***	***
PHILLIPS							
LOGAN MANOR COMMUNITY HEALTH SERVICES	4.33	★	★	★	★	★	10
PHILLIPS COUNTY RETIREMENT CENTER *	3.27	★	★	★	☆	☆	5

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

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Top2 Box scores by quality dimensions and global satisfaction plus N Size

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions that responded with **Excellent** or **Good**

* - Indicates a facility with fewer than 10 responses; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall Satisfaction	Recommend to friends/family	Star Rating	Quality of Life	Quality of Care	Quality of Service	n-size
State average for Kansas facilities	87%	86%		85%	84%	82%	3,959
POTTAWATOMIE							
GOOD SAMARITAN SOCIETY - VALLEY VISTA	***	***	***	***	***	***	***
ONAGA HEALTH AND REHAB	61%	72%	3.63	73%	65%	75%	18
ST. MARYS MANOR	100%	100%	4.60	90%	92%	100%	10
WESTY COMMUNITY CARE HOME *	75%	63%	3.42	79%	73%	73%	9
PRATT							
PRATT HEALTH AND REHAB	95%	100%	4.52	92%	93%	82%	21
PRATT REHABILITATION & RESIDENCE CENTER	82%	82%	4.03	84%	82%	90%	12
RAWLINS							
GOOD SAMARITAN SOCIETY - ATWOOD	***	***	***	***	***	***	***
RENO							
BUHLER SUNSHINE HOME	62%	85%	3.82	78%	80%	71%	15
DIVERSICARE OF HUTCHINSON	69%	72%	3.46	79%	81%	74%	41
FRIENDSHIP MANOR	***	***	***	***	***	***	***
GOOD SAMARITAN SOCIETY - HUTCHINSON VILLAGE	89%	85%	4.04	85%	89%	83%	27
HUTCHINSON HEALTH AND REHAB	94%	82%	4.25	90%	84%	77%	17
HUTCHINSON REGIONAL MEDICAL CENTER	***	***	***	***	***	***	***
PRAIRIE SUNSET HOME	***	***	***	***	***	***	***
WESLEY TOWERS INC	***	***	***	***	***	***	***
REPUBLIC							
BELLEVILLE HEALTH CARE CENTER	***	***	***	***	***	***	***
RICE							
GOOD SAMARITAN SOCIETY - LYON	69%	64%	3.77	76%	80%	77%	13
SANDSTONE HEIGHTS NURSING HOME	100%	100%	4.61	96%	93%	92%	12
STERLING PRESBYTERIAN MANOR	***	***	***	***	***	***	***
RILEY							
LEONARDVILLE NURSING HOME	94%	93%	4.41	94%	91%	93%	17
MEADOWLARK HILLS RETIREMENT COMMUNITY	91%	93%	4.42	91%	87%	86%	33
STONEBROOK RETIREMENT COMMUNITY	***	***	***	***	***	***	***
VIA CHRISTI VILLAGE MANHATTAN	79%	74%	3.59	78%	73%	72%	37

OVERALL MEASURES

Overall satisfaction: How would you rate your overall satisfaction with this community?

Recommend to others: What is your recommendation of this home to others?

Quality of life

- Quality of dining experience
- Security of personal belongings
- Safety of facility
- Religious/Spiritual opportunities
- Meaningful activities
- Resident-to-staff friendships
- Respect for privacy
- Respectfulness of staff
- Choices/preferences

Quality of services

- Quality of laundry services
- Quality of meals
- Cleanliness of premises

Quality of care

- Care (concern) of staff
- Competency of staff
- Commitment to family updates
- Attention to resident grooming
- Adequate staff to meet needs
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"n-size" refers to the number of survey respondents.

Facility name	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
POTTAWATOMIE							
GOOD SAMARITAN SOCIETY - VALLEY VISTA	***	***	***	***	***	***	***
ONAGA HEALTH AND REHAB	3.63	★	★	★	★	★	18
ST. MARYS MANOR	4.60	★	★	★	★	★	10
WESTY COMMUNITY CARE HOME *	3.42	★	★	★	★	★	9
PRATT							
PRATT HEALTH AND REHAB	4.52	★	★	★	★	★	21
PRATT REHABILITATION & RESIDENCE CENTER	4.03	★	★	★	★	★	12
RAWLINS							
GOOD SAMARITAN SOCIETY - ATWOOD	***	***	***	***	***	***	***
RENO							
BUHLER SUNSHINE HOME	3.82	★	★	★	★	★	15
DIVERSICARE OF HUTCHINSON	3.46	★	★	★	★	★	41
FRIENDSHIP MANOR	***	***	***	***	***	***	***
GOOD SAMARITAN SOCIETY - HUTCHINSON VILLAGE	4.04	★	★	★	★	★	27
HUTCHINSON HEALTH AND REHAB	4.25	★	★	★	★	★	17
HUTCHINSON REGIONAL MEDICAL CENTER	***	***	***	***	***	***	***
PRAIRIE SUNSET HOME	***	***	***	***	***	***	***
WESLEY TOWERS INC	***	***	***	***	***	***	***
REPUBLIC							
BELLEVILLE HEALTH CARE CENTER	***	***	***	***	***	***	***
RICE							
GOOD SAMARITAN SOCIETY - LYON	3.77	★	★	★	★	★	13
SANDSTONE HEIGHTS NURSING HOME	4.61	★	★	★	★	★	12
STERLING PRESBYTERIAN MANOR	***	***	***	***	***	***	***
RILEY							
LEONARDVILLE NURSING HOME	4.41	★	★	★	★	★	17
MEADOWLARK HILLS RETIREMENT COMMUNITY	4.42	★	★	★	★	★	33
STONEBROOK RETIREMENT COMMUNITY	***	***	***	***	***	***	***
VIA CHRISTI VILLAGE MANHATTAN	3.59	★	★	★	★	★	37

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

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* - Indicates a facility with fewer than 10 responses; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall Satisfaction	Recommend to friends/family	Star Rating	Quality of Life	Quality of Care	Quality of Service	n-size
State average for Kansas facilities							
ROOKS							
ROOKS CO SENIOR SERVICES INC DBA REDBUD VILLAGE	***	***	***	***	***	***	***
SOLOMON VALLEY MANOR	***	***	***	***	***	***	***
RUSH							
LOCUST GROVE VILLAGE	92%	100%	4.06	87%	91%	77%	12
RUSH COUNTY MEMORIAL HOSPITAL LTCU	***	***	***	***	***	***	***
RUSSELL							
MAIN STREET MANOR	93%	93%	3.93	92%	88%	86%	15
WHEATLAND NURSING CENTER - SKILLED NURSING BY AM	85%	89%	3.56	83%	85%	83%	14
SALINE							
HOLIDAY RESORT OF SALINA	***	***	***	***	***	***	***
KENWOOD VIEW NURSING HOME	***	***	***	***	***	***	***
LEGACY AT SALINA	88%	88%	4.06	85%	86%	80%	17
PINNACLE PARK NURSING & REHABILITATION	81%	80%	4.17	86%	79%	85%	17
SALINA PRESBYTERIAN MANOR	***	***	***	***	***	***	***
SMOKY HILL REHABILITATION CENTER	***	***	***	***	***	***	***
SCOTT							
PARK LANE NURSING HOME	80%	95%	4.03	86%	84%	84%	24
SEDGWICK							
CARITAS CENTER INC	100%	100%	5.00	98%	99%	100%	17
CATHOLIC CARE CENTER INC	***	***	***	***	***	***	***
CLEARWATER NURSING & REHABILITATION CENTER	86%	92%	3.90	86%	77%	68%	16
DERBY HEALTH AND REHABILITATION CENTER	100%	100%	4.75	92%	92%	83%	16
DIVERSICARE OF HAYSVILLE	78%	74%	3.63	84%	78%	76%	32
FAMILY HEALTH AND REHABILITATION CENTER	***	***	***	***	***	***	***
HOMESTEAD HEALTH CENTER	100%	100%	4.28	97%	95%	95%	25
KANSAS MASONIC HOME	***	***	***	***	***	***	***
LARKSFIELD PLACE	***	***	***	***	***	***	***
LEGACY ON COLLEGE HILL	83%	83%	3.43	75%	76%	82%	36
LIFE CARE CENTER OF WICHITA	***	***	***	***	***	***	***
MANORCARE HEALTH SERVICES - WICHITA	***	***	***	***	***	***	***
MEDICALODGES GODDARD	93%	93%	4.11	88%	88%	77%	15
MEDICALODGES WICHITA	86%	86%	4.09	84%	84%	80%	22

OVERALL MEASURES

Overall satisfaction: How would you rate your overall satisfaction with this community?

Recommend to others: What is your recommendation of this home to others?

Quality of life

- Quality of dining experience
- Security of personal belongings
- Safety of facility
- Religious/Spiritual opportunities
- Meaningful activities
- Resident-to-staff friendships
- Respect for privacy
- Respectfulness of staff
- Choices/preferences

Quality of services

- Quality of laundry services
- Quality of meals
- Cleanliness of premises

Quality of care

- Care (concern) of staff
- Competency of staff
- Commitment to family updates
- Attention to resident grooming
- Adequate staff to meet needs
- Rehabilitation therapy
- CNA/NA Care
- RN/LVN/LPN care

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

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

2019 Resident Satisfaction Ratings for Kansas Nursing Facilities

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Top2 Box scores by quality dimensions and global satisfaction plus N Size

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions that responded with **Excellent** or **Good**

* - Indicates a facility with fewer than 10 responses; *** - 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							
ROOKS							
ROOKS CO SENIOR SERVICES INC DBA REDBUD VILLAGE	***	***	***	***	***	***	***
SOLOMON VALLEY MANOR	***	***	***	***	***	***	***
RUSH							
LOCUST GROVE VILLAGE	4.06	★	★	★	★	☆	12
RUSH COUNTY MEMORIAL HOSPITAL LTCU	***	***	***	***	***	***	***
RUSSELL							
MAIN STREET MANOR	3.93	★	★	★	★	☆	15
WHEATLAND NURSING CENTER - SKILLED NURSING BY AM	3.56	★	★	★	★	☆	14
SALINE							
HOLIDAY RESORT OF SALINA	***	***	***	***	***	***	***
KENWOOD VIEW NURSING HOME	***	***	***	***	***	***	***
LEGACY AT SALINA	4.06	★	★	★	★	☆	17
PINNACLE PARK NURSING & REHABILITATION	4.17	★	★	★	★	☆	17
SALINA PRESBYTERIAN MANOR	***	***	***	***	***	***	***
SMOKY HILL REHABILITATION CENTER	***	***	***	***	***	***	***
SCOTT							
PARK LANE NURSING HOME	4.03	★	★	★	★	☆	24
SEDGWICK							
CARITAS CENTER INC	5.00	★	★	★	★	★	17
CATHOLIC CARE CENTER INC	***	***	***	***	***	***	***
CLEARWATER NURSING & REHABILITATION CENTER	3.90	★	★	★	★	☆	16
DERBY HEALTH AND REHABILITATION CENTER	4.75	★	★	★	★	★	16
DIVERSICARE OF HAYSVILLE	3.63	★	★	★	★	☆	32
FAMILY HEALTH AND REHABILITATION CENTER	***	***	***	***	***	***	***
HOMESTEAD HEALTH CENTER	4.28	★	★	★	★	★	25
KANSAS MASONIC HOME	***	***	***	***	***	***	***
LARKSFIELD PLACE	***	***	***	***	***	***	***
LEGACY ON COLLEGE HILL	3.43	★	★	★	★	☆	36
LIFE CARE CENTER OF WICHITA	***	***	***	***	***	***	***
MANORCARE HEALTH SERVICES - WICHITA	***	***	***	***	***	***	***
MEDICALODGES GODDARD	4.11	★	★	★	★	☆	15
MEDICALODGES WICHITA	4.09	★	★	★	★	☆	22

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 home to others?

2019 Resident Satisfaction Ratings for Kansas Nursing Facilities

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Top2 Box scores by quality dimensions and global satisfaction plus N Size

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions that responded with **Excellent** or **Good**

* - Indicates a facility with fewer than 10 responses; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall Satisfaction	Recommend to friends/family	Star Rating	Quality of Life	Quality of Care	Quality of Service	n-size
State average for Kansas facilities	87%	86%		85%	84%	82%	3,959
SEDGWICK							
MERIDIAN NURSING & REHABILITATION CENTER	90%	90%	3.53	87%	86%	87%	39
MOUNT HOPE NURSING CENTER	95%	95%	4.13	93%	95%	93%	20
ORCHARD GARDENS HEALTH & REHAB	83%	86%	3.49	82%	78%	82%	32
REEDS COVE HEALTH & REHAB	91%	82%	3.91	72%	67%	56%	11
REGENT PARK REHABILITATION & HEALTHCARE	100%	97%	4.12	100%	98%	100%	32
ROLLING HILLS HEALTH & REHAB	100%	100%	4.37	95%	92%	93%	36
SANDPIPER HEALTHCARE AND REHABILITATION CENTER, VIA CHRISTI VILLAGE MCLEAN INC	56%	55%	3.09	56%	49%	57%	64
WESTVIEW OF DERBY	93%	93%	3.76	86%	84%	78%	15
WICHITA CARE AND REHABILITATION	***	***	***	***	***	***	***
WICHITA PRESBYTERIAN MANOR	***	***	***	***	***	***	***
SEWARD							
GOOD SAMARITAN SOCIETY - LIBERAL	50%	50%	2.78	57%	62%	53%	12
SOUTHWEST MEDICAL CENTER SNF	***	***	***	***	***	***	***
WHEATRIDGE PARK CARE CENTER	89%	89%	3.98	90%	74%	81%	19
SHAWNEE							
ALDERSGATE VILLAGE	***	***	***	***	***	***	***
BREWSTER HEALTH CENTER	94%	90%	4.10	88%	86%	81%	31
BRIGHTON PLACE NORTH	***	***	***	***	***	***	***
BRIGHTON PLACE WEST	76%	80%	3.76	71%	82%	84%	22
COUNTRYSIDE HEALTH CENTER	***	***	***	***	***	***	***
LEXINGTON PARK NURSING	100%	100%	4.21	100%	99%	96%	21
MANORCARE HEALTH SERVICES - TOPEKA	***	***	***	***	***	***	***
MCCRITTE PLAZA	93%	93%	4.08	88%	88%	87%	31
PLAZA WEST REGIONAL HEALTH CENTER	94%	96%	4.07	94%	95%	91%	48
PROVIDENCE LIVING CENTER	***	***	***	***	***	***	***
ROLLING HILLS HEALTH CENTER	***	***	***	***	***	***	***
ROSSVILLE HEALTHCARE & REHAB CTR	94%	94%	3.75	98%	95%	93%	17
TANGLEWOOD NURISNG AND REHAB	70%	50%	3.27	71%	64%	76%	10
THE HEALTHCARE RESORT OF TOPEKA	***	***	***	***	***	***	***
THE LEGACY ON 10TH AVENUE	19%	19%	2.10	35%	31%	25%	26
TOPEKA PRESBYTERIAN MANOR	***	***	***	***	***	***	***

OVERALL MEASURES

Overall satisfaction: How would you rate your overall satisfaction with this community?

Recommend to others: What is your recommendation of this home to others?

Quality of life

- Quality of dining experience
- Security of personal belongings
- Safety of facility
- Religious/Spiritual opportunities
- Meaningful activities
- Resident-to-staff friendships
- Respect for privacy
- Respectfulness of staff
- Choices/preferences

Quality of services

- Quality of laundry services
- Quality of meals
- Cleanliness of premises

Quality of care

- Care (concern) of staff
- Competency of staff
- Commitment to family updates
- Attention to resident grooming
- Adequate staff to meet needs
- Rehabilitation therapy
- CNA/NA Care
- RN/LVN/LPN care

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

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

2019 Resident Satisfaction Ratings for Kansas Nursing Facilities

KDADS is seeking to improve the experience of residents that reside within Kansas nursing homes. For this reason, KDADS has partnered with NRC Health to gather information about satisfaction levels directly from Kansas nursing home residents. NRC Health improves the experiences of residents, nurses and staff through feedback gathered at the right time allowing for organization improvement, increased engagement and loyalty. This is the sixth year in a series of annual surveys. Every Kansas nursing home participating in Medicaid and/or in Medicare is offered the opportunity to participate in the survey. The 2019 surveys were conducted by independent, qualified and trained third party interviewers March-April 2019. The report below provides 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 N Size

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions that responded with **Excellent** or **Good**

* - Indicates a facility with fewer than 10 responses; *** - 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							
MERIDIAN NURSING & REHABILITATION CENTER	3.53	★	★	★	★	★	39
MOUNT HOPE NURSING CENTER	4.13	★	★	★	★	★	20
ORCHARD GARDENS HEALTH & REHAB	3.49	★	★	★	★	★	32
REEDS COVE HEALTH & REHAB	3.91	★	★	★	★	★	11
REGENT PARK REHABILITATION & HEALTHCARE	4.12	★	★	★	★	★	32
ROLLING HILLS HEALTH & REHAB	4.37	★	★	★	★	★	36
SANDPIPER HEALTHCARE AND REHABILITATION CENTER, VIA CHRISTI VILLAGE MCLEAN INC	3.09 ***	★ ***	★ ***	★ ***	★ ***	★ ***	64 ***
WESTVIEW OF DERBY	3.76	★	★	★	★	★	15
WICHITA CARE AND REHABILITATION	***	***	***	***	***	***	***
WICHITA PRESBYTERIAN MANOR	***	***	***	***	***	***	***
SEWARD							
GOOD SAMARITAN SOCIETY - LIBERAL	2.78	★	★	★	★	★	12
SOUTHWEST MEDICAL CENTER SNF	***	***	***	***	***	***	***
WHEATRIDGE PARK CARE CENTER	3.98	★	★	★	★	★	19
SHAWNEE							
ALDERSGATE VILLAGE	***	***	***	***	***	***	***
BREWSTER HEALTH CENTER	4.10	★	★	★	★	★	31
BRIGHTON PLACE NORTH	***	***	***	***	***	***	***
BRIGHTON PLACE WEST	3.76	★	★	★	★	★	22
COUNTRYSIDE HEALTH CENTER	***	***	***	***	***	***	***
LEXINGTON PARK NURSING	4.21	★	★	★	★	★	21
MANORCARE HEALTH SERVICES - TOPEKA	***	***	***	***	***	***	***
MCCRITE PLAZA	4.08	★	★	★	★	★	31
PLAZA WEST REGIONAL HEALTH CENTER	4.07	★	★	★	★	★	48
PROVIDENCE LIVING CENTER	***	***	***	***	***	***	***
ROLLING HILLS HEALTH CENTER	***	***	***	***	***	***	***
ROSSVILLE HEALTHCARE & REHAB CTR	3.75	★	★	★	★	★	17
TANGLEWOOD NURISNG AND REHAB	3.27	★	★	★	★	★	10
THE HEALTHCARE RESORT OF TOPEKA	***	***	***	***	***	***	***
THE LEGACY ON 10TH AVENUE	2.10	★	★	★	★	★	26
TOPEKA PRESBYTERIAN MANOR	***	***	***	***	***	***	***

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?
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* - Indicates a facility with fewer than 10 responses; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall Satisfaction	Recommend to friends/family	Star Rating	Quality of Life	Quality of Care	Quality of Service	n-size
State average for Kansas facilities							
SHERIDAN							
SHERIDAN COUNTY LONG TERM CARE	94%	94%	3.92	97%	98%	85%	16
SHERMAN							
GOOD SAMARITAN SOCIETY - SHERMAN COUNTY	85%	92%	4.13	95%	95%	78%	13
SMITH							
SMITH CENTER HEALTH & REHAB	94%	88%	4.13	88%	79%	79%	19
SUN PORCH OF SMITH CENTER *	100%	100%	4.56	90%	98%	92%	6
STAFFORD							
LEISURE HOMESTEAD AT ST JOHN	***	***	***	***	***	***	***
LEISURE HOMESTEAD AT STAFFORD *	89%	89%	4.41	94%	93%	92%	9
STANTON							
STANTON COUNTY HOSPITAL LTC *	100%	100%	4.26	87%	92%	84%	9
STEVENS							
PIONEER MANOR	92%	92%	3.89	89%	76%	78%	12
SUMNER							
BOTKIN CARE & REHAB DBA WELLINGTON CARE & REHAB	100%	100%	4.73	91%	96%	92%	10
MEDICALODGES OXFORD *	86%	71%	3.48	84%	87%	68%	7
SPRING VIEW MANOR INC	82%	82%	4.15	77%	80%	65%	12
SUMNER REGIONAL MEDICAL CENTER SNF	***	***	***	***	***	***	***
VILLA MARIA	90%	90%	4.53	95%	96%	89%	10
WELLINGTON HEALTH AND REHAB	95%	95%	3.83	86%	90%	86%	20
THOMAS							
COLBY HEALTH & REHAB	87%	86%	3.71	88%	95%	77%	15
PRAIRIE SENIOR LIVING COMPLEX	95%	100%	4.24	91%	89%	79%	22
TREGO							
TREGO CO-LEMKE MEM HOSPITAL LTCU	***	***	***	***	***	***	***
TREGO MANOR	***	***	***	***	***	***	***
WABAUNSEE							
ALMA MANOR	82%	73%	3.36	75%	85%	80%	12
ESKRIDGE CARE AND REHABILITATION	67%	74%	3.46	69%	77%	77%	42
WALLACE							
WALLACE COUNTY COMMUNITY CARE CENTER *	100%	100%	4.11	95%	90%	83%	6

OVERALL MEASURES

Overall satisfaction: How would you rate your overall satisfaction with this community?

Recommend to others: What is your recommendation of this home to others?

Quality of life

- Quality of dining experience
- Security of personal belongings
- Safety of facility
- Religious/Spiritual opportunities
- Meaningful activities
- Resident-to-staff friendships
- Respect for privacy
- Respectfulness of staff
- Choices/preferences

Quality of services

- Quality of laundry services
- Quality of meals
- Cleanliness of premises

Quality of care

- Care (concern) of staff
- Competency of staff
- Commitment to family updates
- Attention to resident grooming
- Adequate staff to meet needs
- Rehabilitation therapy
- CNA/NA Care
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Star Ratings: NRC Health calculates each facilities satisfaction star ratings based on responses to the the questions from the Resident Feedback Survey:

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"n-size" refers to the number of survey respondents.

Facility name	Star Rating (Numerical)	5 Star Rating					n-size
State average for Kansas facilities							
SHERIDAN							
SHERIDAN COUNTY LONG TERM CARE	3.92	★	★	★	★	☆	16
SHERMAN							
GOOD SAMARITAN SOCIETY - SHERMAN COUNTY	4.13	★	★	★	★	☆	13
SMITH							
SMITH CENTER HEALTH & REHAB	4.13	★	★	★	★	☆	19
SUN PORCH OF SMITH CENTER *	4.56	★	★	★	★	★	6
STAFFORD							
LEISURE HOMESTEAD AT ST JOHN	***	***	***	***	***	***	***
LEISURE HOMESTEAD AT STAFFORD *	4.41	★	★	★	★	★	9
STANTON							
STANTON COUNTY HOSPITAL LTC *	4.26	★	★	★	★	★	9
STEVENS							
PIONEER MANOR	3.89	★	★	★	★	☆	12
SUMNER							
BOTKIN CARE & REHAB DBA WELLINGTON CARE & REHAB	4.73	★	★	★	★	★	10
MEDICALODGES OXFORD *	3.48	★	★	★	★	☆	7
SPRING VIEW MANOR INC	4.15	★	★	★	★	☆	12
SUMNER REGIONAL MEDICAL CENTER SNF	***	***	***	***	***	***	***
VILLA MARIA	4.53	★	★	★	★	★	10
WELLINGTON HEALTH AND REHAB	3.83	★	★	★	★	☆	20
THOMAS							
COLBY HEALTH & REHAB	3.71	★	★	★	★	☆	15
PRAIRIE SENIOR LIVING COMPLEX	4.24	★	★	★	★	☆	22
TREGO							
TREGO CO-LEMKE MEM HOSPITAL LTCU	***	***	***	***	***	***	***
TREGO MANOR	***	***	***	***	***	***	***
WABAUNSEE							
ALMA MANOR	3.36	★	★	★	★	☆	12
ESKRIDGE CARE AND REHABILITATION	3.46	★	★	★	★	☆	42
WALLACE							
WALLACE COUNTY COMMUNITY CARE CENTER *	4.11	★	★	★	★	☆	6

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

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- What is your recommendation of this home to others?

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Top2 Box scores by quality dimensions and global satisfaction plus N Size

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions that responded with **Excellent** or **Good**

* - Indicates a facility with fewer than 10 responses; *** - Indicates a facility that did not participate.

"n-size" refers to the number of survey respondents.

Facility name	Overall Satisfaction	Recommend to friends/family	Star Rating	Quality of Life	Quality of Care	Quality of Service	n-size
State average for Kansas facilities	87%	86%		85%	84%	82%	3,959
WASHINGTON							
LINN COMMUNITY NURSING CENTER	94%	94%	4.21	91%	90%	84%	16
THE CENTENNIAL HOMESTEAD	***	***	***	***	***	***	***
WICHITA							
LAKEPOINT WICHITA SNF	***	***	***	***	***	***	***
VIA CHRISTI VILLAGE RIDGE SNF	***	***	***	***	***	***	***
WICHITA COUNTY HEALTH CENTER *	100%	100%	4.07	90%	100%	89%	5
WILSON							
NEODESHA CARE & REHABILITATION CENTER	100%	95%	3.98	87%	90%	81%	19
WOODSON							
YATES CENTER HEALTH & REHAB	100%	100%	3.81	88%	87%	90%	18
WYANDOTTE							
BONNER SPRINGS NURSING & REHABILITATION CENTER	***	***	***	***	***	***	***
CHENEY GOLDEN AGE HOME	***	***	***	***	***	***	***
EDWARDSVILLE CARE & REHABILITATION CENTER LLC	77%	81%	3.85	68%	74%	75%	23
KAW RIVER CARE & REHABILITATION CENTER	54%	62%	3.31	51%	53%	58%	14
LIFE CARE CENTER OF KANSAS CITY	***	***	***	***	***	***	***
MEDICALODGES POST-ACUTE CARE CENTER KANSAS CIT	79%	86%	3.76	76%	73%	72%	14
PARKWAY CARE AND REHABILITATION CENTER	71%	79%	3.95	72%	77%	73%	14
PROVIDENCE PLACE, INC. *	100%	100%	4.00	98%	95%	91%	8
RIVERBEND POST ACUTE REHABILITATION	***	***	***	***	***	***	***

OVERALL MEASURES

Overall satisfaction: How would you rate your overall satisfaction with this community?

Recommend to others: What is your recommendation of this home to others?

Quality of life

- Quality of dining experience
- Security of personal belongings
- Safety of facility
- Religious/Spiritual opportunities
- Meaningful activities
- Resident-to-staff friendships
- Respect for privacy
- Respectfulness of staff
- Choices/preferences

Quality of services

- Quality of laundry services
- Quality of meals
- Cleanliness of premises

Quality of care

- Care (concern) of staff
- Competency of staff
- Commitment to family updates
- Attention to resident grooming
- Adequate staff to meet needs
- Rehabilitation therapy
- CNA/NA Care
- RN/LVN/LPN care

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

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

2019 Resident Satisfaction Ratings for Kansas Nursing Facilities

KDADS is seeking to improve the experience of residents that reside within Kansas nursing homes. For this reason, KDADS has partnered with NRC Health to gather information about satisfaction levels directly from Kansas nursing home residents. NRC Health improves the experiences of residents, nurses and staff through feedback gathered at the right time allowing for organization improvement, increased engagement and loyalty. This is the sixth year in a series of annual surveys. Every Kansas nursing home participating in Medicaid and/or in Medicare is offered the opportunity to participate in the survey. The 2019 surveys were conducted by independent, qualified and trained third party interviewers March-April 2019. The report below provides 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 N Size

Top2 Box scores reflect the percentages for all responses in each of the displayed rating dimensions that responded with **Excellent** or **Good**

* - Indicates a facility with fewer than 10 responses; *** - 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							
WASHINGTON							
LINN COMMUNITY NURSING CENTER	4.21	★	★	★	★	☆	16
THE CENTENNIAL HOMESTEAD	***	***	***	***	***	***	***
WICHITA							
LAKEPOINT WICHITA SNF	***	***	***	***	***	***	***
VIA CHRISTI VILLAGE RIDGE SNF	***	***	***	***	***	***	***
WICHITA COUNTY HEALTH CENTER *	4.07	★	★	★	★	☆	5
WILSON							
NEODESHA CARE & REHABILITATION CENTER	3.98	★	★	★	★	☆	19
WOODSON							
YATES CENTER HEALTH & REHAB	3.81	★	★	★	★	☆	18
WYANDOTTE							
BONNER SPRINGS NURSING & REHABILITATION CENTER	***	***	***	***	***	***	***
CHENEY GOLDEN AGE HOME	***	***	***	***	***	***	***
EDWARDSVILLE CARE & REHABILITATION CENTER LLC	3.85	★	★	★	★	☆	23
KAW RIVER CARE & REHABILITATION CENTER	3.31	★	★	★	★	☆	14
LIFE CARE CENTER OF KANSAS CITY	***	***	***	***	***	***	***
MEDICALODGES POST-ACUTE CARE CENTER KANSAS CIT	3.76	★	★	★	★	☆	14
PARKWAY CARE AND REHABILITATION CENTER	3.95	★	★	★	★	☆	14
PROVIDENCE PLACE, INC. *	4.00	★	★	★	★	☆	8
RIVERBEND POST ACUTE REHABILITATION	***	***	***	***	***	***	***

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