

UNIVERSITY OF MISSOURI, SINCLAIR SCHOOL OF NURSING

2011

EXECUTIVE SUMMARY

Baseline Study of Customer Satisfaction in Missouri Nursing Facilities

Prepared by



Includes:

RESIDENT SATISFACTION

FAMILY SATISFACTION

Published date: December 7, 2011

FOREWORD

This Executive Summary Report presents aggregate measures of resident and family satisfaction in a large and representative sample of Missouri nursing facilities surveyed by OCS/My InnerView during 2011. These results constitute an initial baseline of information from the first statewide survey of its kind, and will serve as a guide to service providers for continued quality improvement, as well as a reference point for future assessments of the experience of individuals served by the state's nursing facilities.

This baseline nursing home satisfaction measurement initiative was made possible by a grant from the Missouri Department of Social Services to the University of Missouri Sinclair School of Nursing. The surveys were administered by OCS/My InnerView through a collaborative arrangement with the Sinclair School and with support and cooperation from the Missouri Health Care Association.

OCS/My InnerView (MIV), a division of National Research Corporation (NASD: NRCI), is the nation's largest provider of performance measurement and benchmarking in the senior services sector. MIV currently conducts regular customer and staff satisfaction surveys in nearly half of the nation's 16,000 long term care facilities, and possesses the largest private database of nursing home performance in existence. These surveys and other MIV evidence-based tools and programs are designed to assist service providers, government policy makers, and consumers in their joint efforts to enhance the quality and value available to the growing number of Americans who need reliable and affordable health and supportive services in nursing homes and other residential settings.

2011 Satisfaction Survey Participation—Missouri Nursing Facilities

Survey Type	# Facilities participating	% of State nursing facilities	# Survey respondents	Response rate	MIV average national response rate*
Resident	187	36%	1,827	23%	54%
Family	203	39%	3,987	32%	38%

*previous 12 months

DISTRIBUTION: Each participating facility provided MIV with the number of resident, family, and employee surveys needed. Individually sealed packets containing a self-addressed, postage-paid envelope were sent to residents' family members or other responsible parties. Packets containing the employee survey and postage-paid envelopes were distributed at each participating facility to its current staff members. The survey process was designed to communicate and ensure that response was voluntary, anonymous, and confidential.

QUALITY ASSURANCE: Responses are electronically compiled into a database, analyzed for integrity, and subjected to a variety of statistical analyses.

RESULTS: Each facility and provider organization has access to its own satisfaction survey results on MIV's web site. The results provide benchmark information enabling the facility to compare its performance to the average performance of all participating Missouri facilities and to MIV's nationwide database. For provider organizations and individual facilities, MIV provides a Priority Action Agenda, which highlights areas of performance from the satisfaction surveys that represent priority opportunities for quality improvement. A comparable Priority Action Agenda is included with this report based on the aggregate satisfaction survey results for all participating Missouri facilities for each type of survey conducted.

RESIDENT AND FAMILY SATISFACTION SURVEYS: These surveys included items grouped in four domains: (1) Overall Satisfaction, (2) Quality of Life, (3) Quality of Care, and (4) Quality of Service.

KEY FINDINGS

- Eighty-six percent (86%) of the **resident** respondents gave their facility an overall satisfaction rating of either “excellent” or “good”, and 87% rated as excellent or good their willingness to recommend the facility to others. These combined “global satisfaction” percentages were slightly lower than MIV national benchmark averages.
- **Family** survey respondents rendered virtually identical global satisfaction ratings, with 86% giving an overall rating of excellent or good, and 86% also indicating a strong willingness to recommend the facility where their loved one was receiving care and services. These ratings are only 1% lower than MIV national averages.
- This report also displays weighted average scores that account for all responses, whether excellent, good, fair, or poor, on a scale of 100. The average resident and family satisfaction scores from this initial Missouri statewide survey are only marginally below recent MIV national averages in all four domains described above, and among the 24 individual items that comprise the survey instruments. For both respondent groups, weighted average scores were higher than recorded by MIV from smaller Missouri survey samples in 2008.
- Response rates from both residents and family members were considerably lower than historical and recent MIV national averages, especially for residents. This phenomenon is common in a context where many facilities are having their first

experience with the use of satisfaction surveys. Thus response rates are likely to improve in future surveys.

Respondent Identification of Primary Strengths and Weaknesses of Facilities

This report includes information on areas of performance by nursing facilities identified by residents and families as strengths or areas where improvement is desired. MIV assigns each item of the satisfaction survey to a quadrant of primary and secondary strengths and opportunities for improvement, based on a combination of actual ratings on each survey item and the relative impact the item exerts on the respondent's willingness to recommend a facility to someone else as a place to receive care.

The Missouri results reveal that residents and families observed similar if not identical strengths and weaknesses in facility performance. Both respondent groups gave facilities high marks on staff respectfulness, staff care and concern, resident-to-staff friendships, care provided by licensed nurses, and facility safety.

With respect to needed improvements, both respondent groups cited choices and preferences for residents, adequate staff, responsiveness of management, and resident grooming as priorities for attention. Family members additionally listed care by nursing assistants as a priority improvement opportunity, and residents ranked overall staff competency among areas requiring additional focus.

Conclusion

Missouri nursing facilities exhibit performance patterns, as perceived by its direct user base, which are characteristic of facilities nationwide. Multi-year data on customer satisfaction in nursing homes in recent years support the conclusion that facilities tend to respond constructively to regular feedback from residents and involved family members. The most impactful responses involve instituting timely and positive changes on particular customer-identified concerns, and more broadly, embracing resident-centered reforms in the institutional culture designed to elevate the importance given to resident autonomy, choices and preferences. Leadership and staff engagement in a team effort to improve quality of care, quality of life, and quality of service are necessary commitments that must be grounded in an understanding of what residents and their families deem most important to their own satisfaction with the experience of living in a nursing facility. Missouri facilities value the voices of their customers, and have the opportunity to learn from these recent surveys and to improve satisfaction levels in the years to come.

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SKILLED NURSING RESIDENT SATISFACTION SURVEY REFERENCE

FAMILY SATISFACTION

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SKILLED NURSING FAMILY SATISFACTION SURVEY REFERENCE

UNIVERSITY OF MISSOURI, SINCLAIR SCHOOL OF NURSING

RESIDENT SATISFACTION

	2011
RESPONSE RATE	33%
FACILITIES SURVEYED	187
SURVEYS RECEIVED	1,827

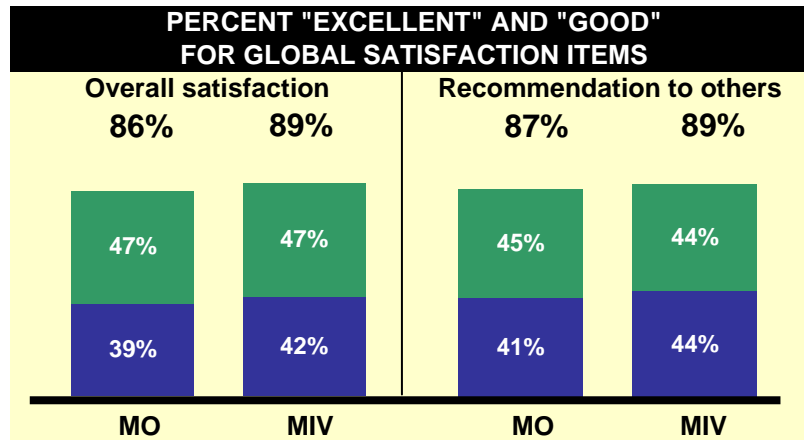


UNIVERSITY OF MISSOURI, SINCLAIR SCHOOL OF NURSING

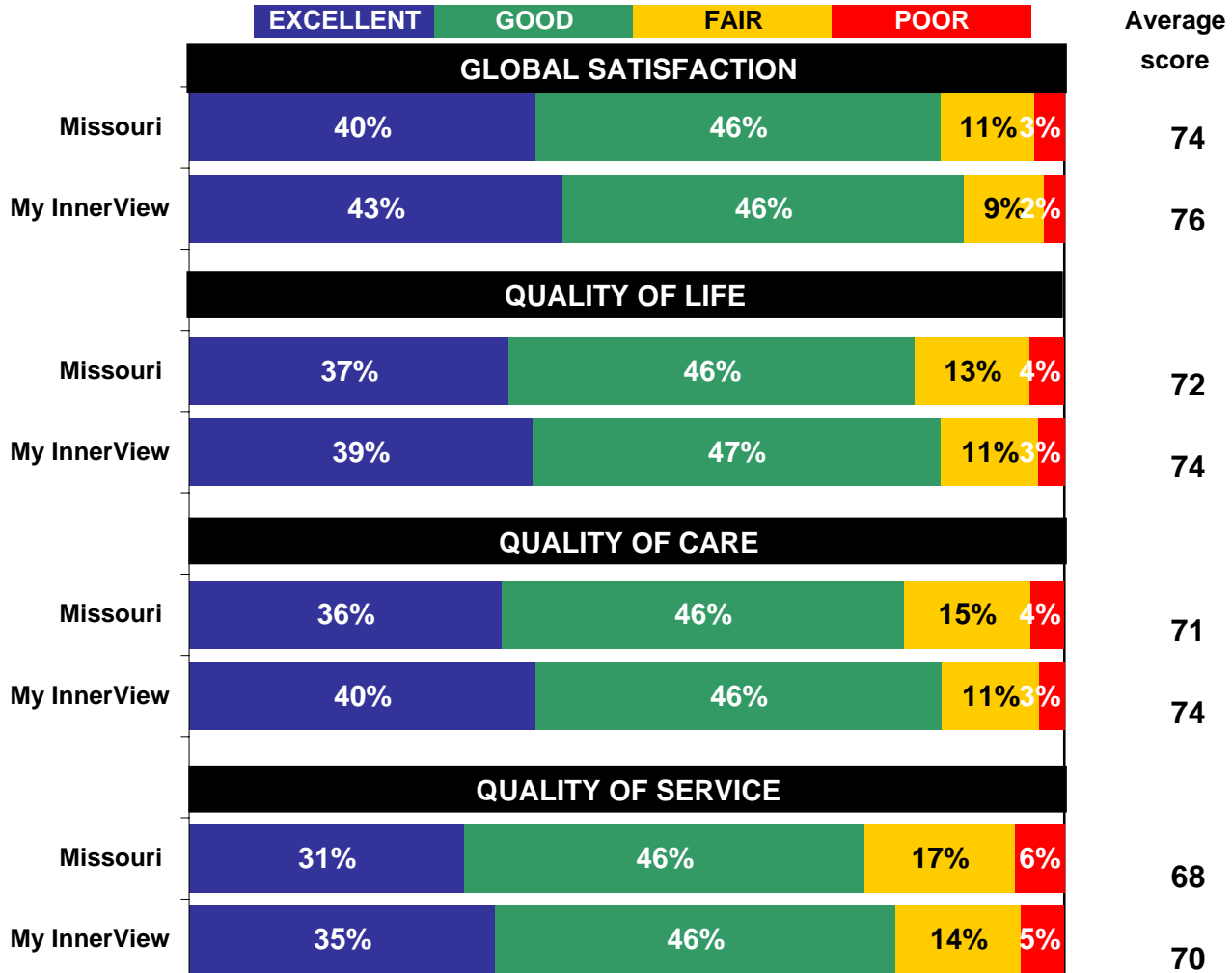
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RESIDENT SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2011



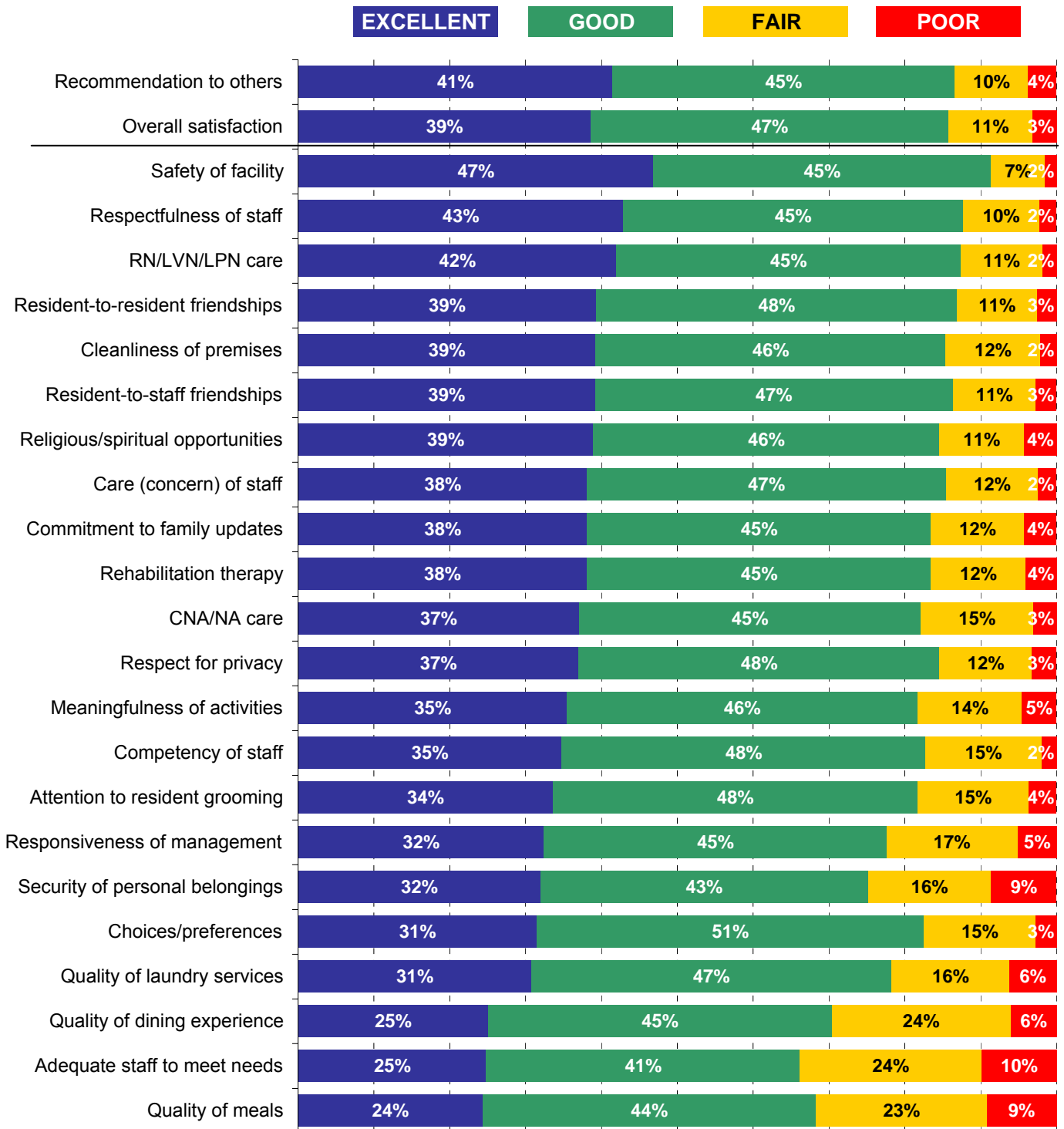
(The total percentage listed may be higher or lower than individual rating totals due to rounding)



(May not total 100% due to rounding.)

RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2011



Items are ranked from highest to lowest on the percent of responses rated "Excellent." The percentages reflect averages survey respondents. (May not total 100% due to rounding.) See chart 4 for comparison to prior years.

RESIDENT SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

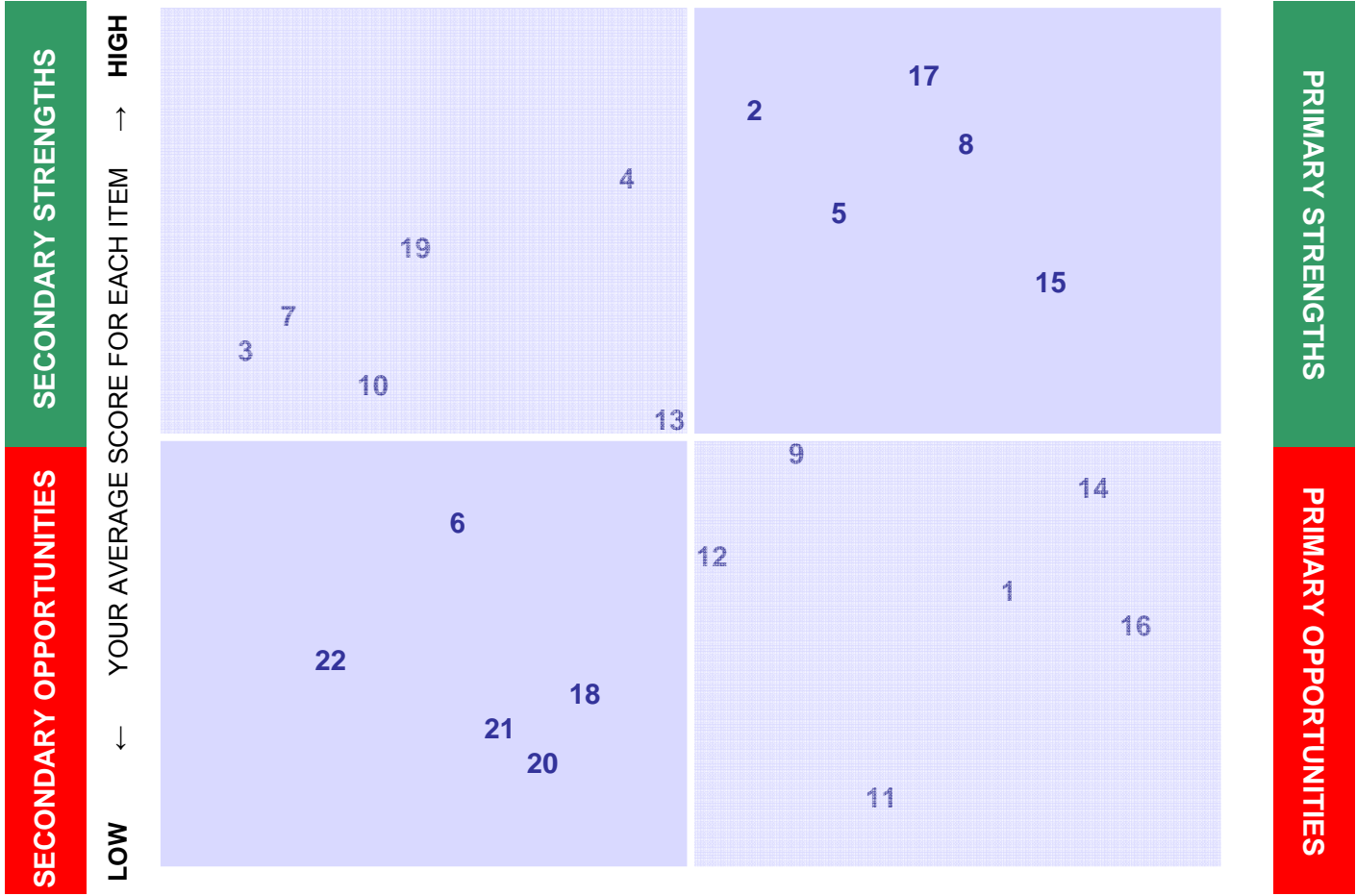
3

A

Quadrant A shows items of *lower* importance to "Recommendation" with a *higher* average score

Quadrant B shows items of *higher* importance to "Recommendation" with a *higher* average score

B



C

LOW ← IMPORTANCE TO RECOMMEND THIS FACILITY TO OTHERS → HIGH

Quadrant C shows items of *lower* importance to "Recommendation" with a *lower* average score

Quadrant D shows items of *higher* importance to "Recommendation" with a *lower* average score

D

The quadrant analysis plots the percentile rank of the average score on the satisfaction items against the percentile rank of the average "importance" score of each item and the question **What is your recommendation of this facility to others?** Items in the lower right quadrant are those that are most important to "Recommendation" but received the lowest scores.

See actual satisfaction items and report labels at end of section



SECONDARY STRENGTHS

Items with average scores above the midline but not as important to "Recommendation"

- 13 Commitment to family updates
- 4 Resident-to-resident friendships
- 10 Rehabilitation therapy
- 19 Cleanliness of premises
- 7 Religious/spiritual opportunities
- 3 Respect for privacy



PRIMARY STRENGTHS

Items with average scores above the midline and more important to "Recommendation"

- 15 Care (concern) of staff
- 8 RN/LVN/LPN care
- 5 Resident-to-staff friendships
- 17 Safety of facility
- 2 Respectfulness of staff



SECONDARY OPPORTUNITIES

Items with average scores below the midline but not as important to "Recommendation"

- 20 Quality of meals
- 18 Security of personal belongings
- 21 Quality of dining experience
- 22 Quality of laundry services
- 6 Meaningfulness of activities



PRIMARY OPPORTUNITIES

Items with average scores below the midline and more important to "Recommendation"

These are areas that represent a good opportunity for improvement.

PRIORITY ACTION AGENDA™

The top FIVE items in Quadrant D (*Primary Opportunities*) comprise your Priority Action Agenda and provide a focus for improving willingness to recommend your facility to others.

If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 16 Responsiveness of management**
- 11 Adequate staff to meet needs**
- 1 Choices/preferences**
- 14 Competency of staff**
- 12 Attention to resident grooming**
- 9 CNA/NA care**

RESIDENT SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2011

4

		2011 MIV
Recommendation to others		77
Overall satisfaction		76
QUALITY OF LIFE	Safety of facility	80
	Respectfulness of staff	78
	Resident-to-resident friendships	76
	Resident-to-staff friendships	76
	Religious/spiritual opportunities	74
	Respect for privacy	75
	Meaningfulness of activities	73
	Choices/preferences	72
	Security of personal belongings	71
	Quality of dining experience	67
QUALITY OF CARE	RN/LVN/LPN care	79
	Care (concern) of staff	77
	Rehabilitation therapy	76
	Commitment to family updates	76
	CNA/NA care	75
	Competency of staff	75
	Attention to resident grooming	73
	Adequate staff to meet needs	65
QUALITY OF SERVICE	Cleanliness of premises	78
	Responsiveness of management	71
	Quality of laundry services	70
	Quality of meals	63

UNIVERSITY OF MISSOURI, SINCLAIR SCHOOL OF NURSING

RESIDENT SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2011

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RESIDENT

Gender of resident		Age of resident	
Female	70%	19 or under	0%
Male	30%	20 to 29	0%
		30 to 39	1%
		40 to 49	3%
		50 to 59	10%
		60 to 69	12%
		70 to 79	22%
		80 to 89	35%
		90 or older	18%

FACILITY CHOICE

Homes visited		Reason for choosing		Length of stay	
None	46%	Convenient location	37%	Less than 1 month	5%
Only this one	20%	Good reputation	18%	1 to 3 months	12%
Two	20%	Doctor or hospital	16%	3 to 6 months	7%
Three	8%	Relative or friend	15%	6 months to 1 year	15%
Four	3%	Insurance requirement	2%	1 to 3 years	32%
Five or more	3%	Other reason	13%	3 or more years	29%

VISITOR

Person visiting most		How often visited	
Spouse	11%	Less than once a year	1%
Child	50%	Once a year	2%
Brother or sister	13%	Once every 3 months	5%
Grandchild	3%	Once a month or more	18%
Friend	12%	Once a week or more	51%
Another person	11%	Almost daily	22%

Assistance with survey

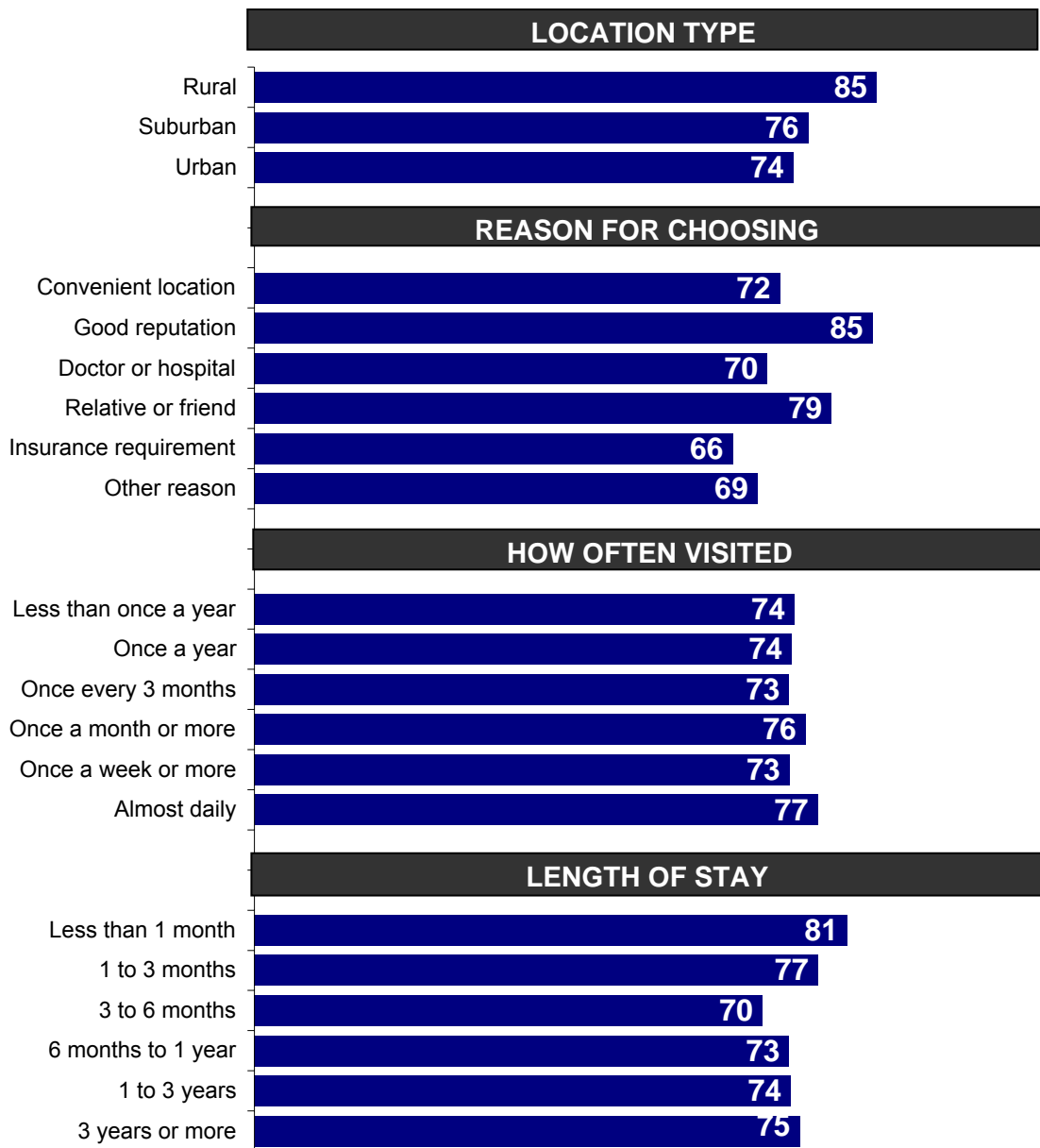
By myself	29%
With facility staff	39%
With family or friend	26%
With another resident	0%
With another person	6%

(May not total 100% due to rounding.)

RESIDENT SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2011

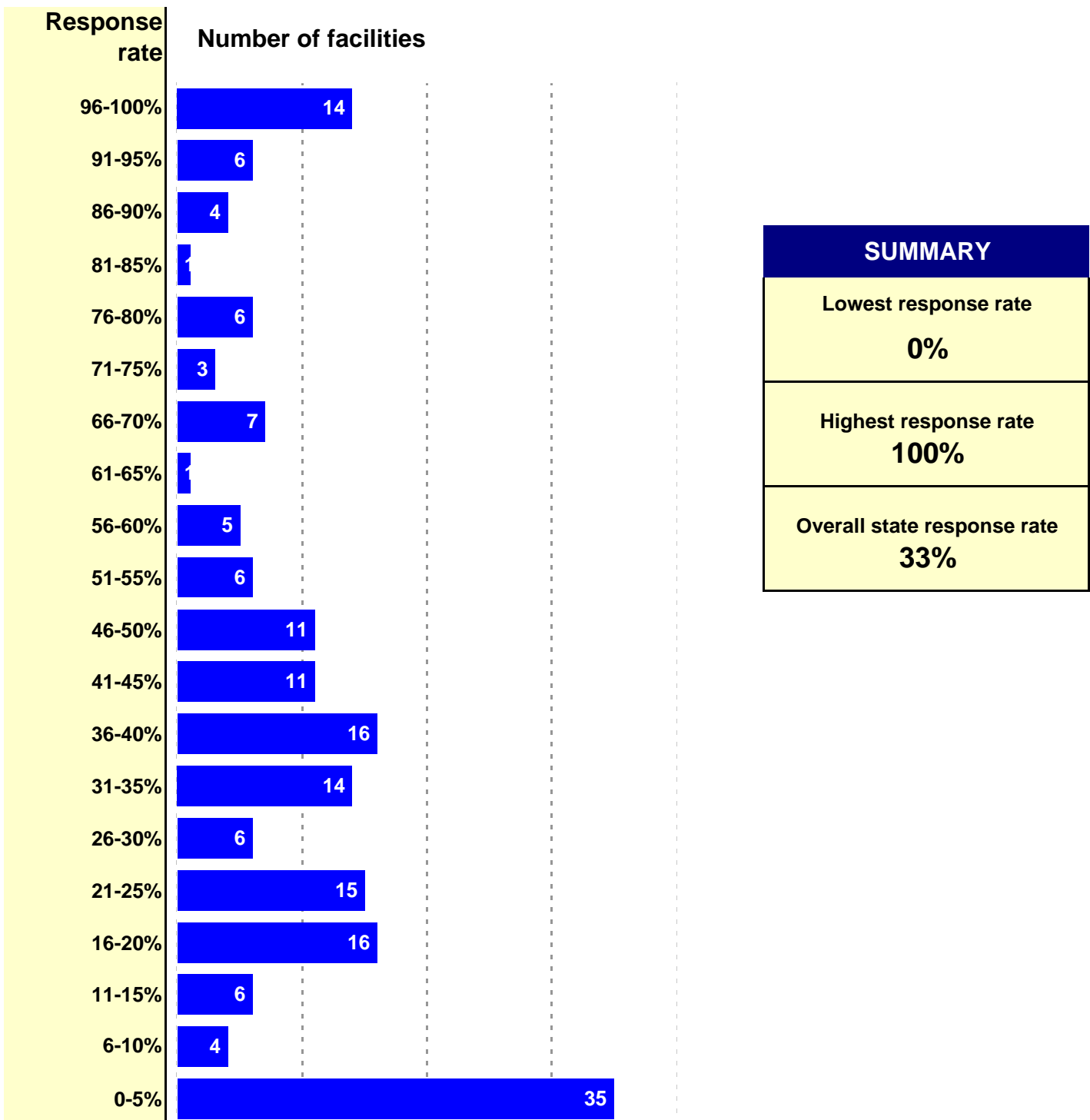
6



RESIDENT SATISFACTION

DISTRIBUTION OF RESPONSE RATES FOR 2011

Results are for 187 participating facilities.



RESIDENT SATISFACTION

SKILLED NURSING RESIDENT SATISFACTION SURVEY REFERENCE

ITEM NUMBER/LABEL	ORIGINAL SURVEY STATEMENT
GLOBAL SATISFACTION DOMAIN	
23 Overall satisfaction	How would you rate your overall satisfaction with this facility?
24 Recommendation to others	What is your recommendation of this facility to others?
QUALITY OF LIFE DOMAIN Rate this facility on ...	
1 Choices/preferences	Meeting your choices and preferences
2 Respectfulness of staff	The respect shown to you by staff
3 Respect for privacy	Meeting your need for privacy
4 Resident-to-resident friendships	Offering you opportunities for friendships with other residents
5 Resident-to-staff friendships	Offering you opportunities for friendships with staff
6 Meaningfulness of activities	Offering you meaningful activities
7 Religious/spiritual opportunities	Meeting your religious and spiritual needs
17 Safety of facility	How safe it is for you
18 Security of personal belongings	The security of your personal belongings
21 Quality of dining experience	How enjoyable your dining experience is
QUALITY OF CARE DOMAIN Rate this facility on ...	
8 RN/LVN/LPN care	The quality of care provided by the nurses (RNs/LVNs/LPNs)
9 CNA/NA care	The quality of care provided by the nursing assistants (CNAs/NAs)
10 Rehabilitation therapy	The quality of rehabilitation therapy (occupational, physical, speech)
11 Adequate staff to meet needs	Providing an adequate number of nursing staff to meet care needs
12 Attention to resident grooming	Meeting your grooming needs
13 Commitment to family updates	Keeping you and your family informed about you
14 Competency of staff	The competency of staff
15 Care (concern) of staff	The staff's care and concern for you
QUALITY OF SERVICE DOMAIN Rate this facility on ...	
16 Responsiveness of management	Management's responsiveness to your suggestions and concerns
19 Cleanliness of premises	The cleanliness of your room and surroundings
20 Quality of meals	The quality of the meals
22 Quality of laundry services	The quality of laundry services
DEMOGRAPHICS AND BACKGROUND INFORMATION	
25 Length of stay	How long have you lived at this facility?
26 Person visiting most	Who visits you most often?
27 How often visited	How often does this person visit the you?
28 Homes visited	How many nursing homes did you (or your family) visit before choosing this facility?
29 Reason for choosing	What is the most important reason you (or your family) chose this facility?
30 Gender of resident	What is your gender?
31 Age of resident	What is your age?
32 Assistance with survey	How is this survey being completed?

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FAMILY SATISFACTION

	2011
RESPONSE RATE	36%
FACILITIES SURVEYED	203
SURVEYS RECEIVED	3,987

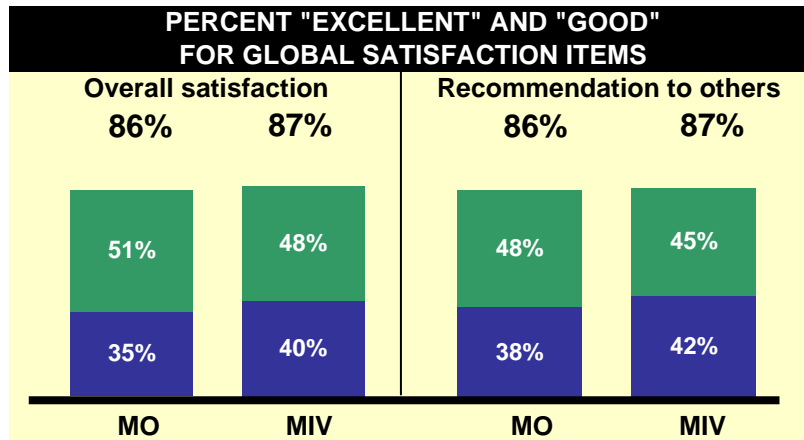


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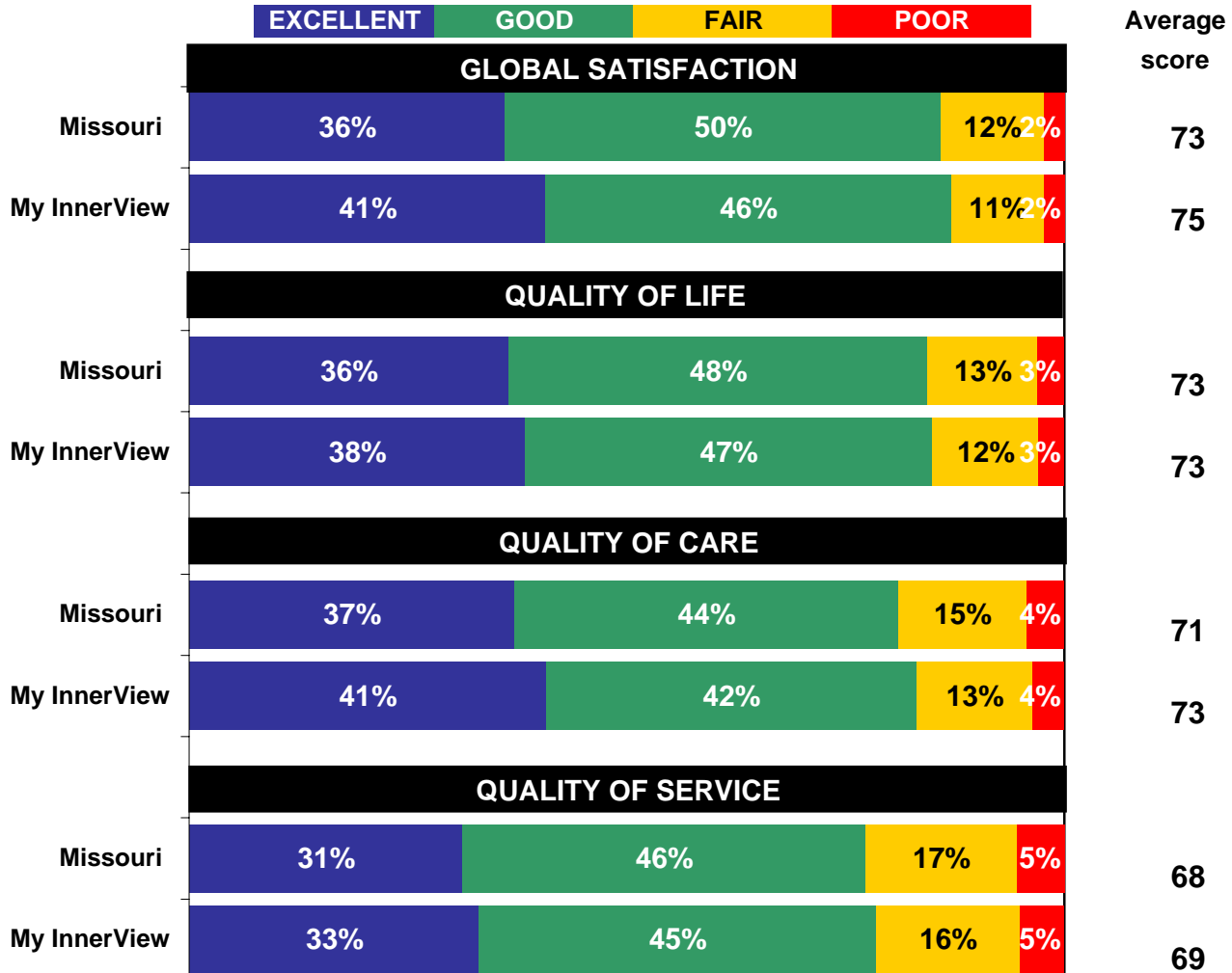
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FAMILY SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2011



(The total percentage listed may be higher or lower than individual rating totals due to rounding.)

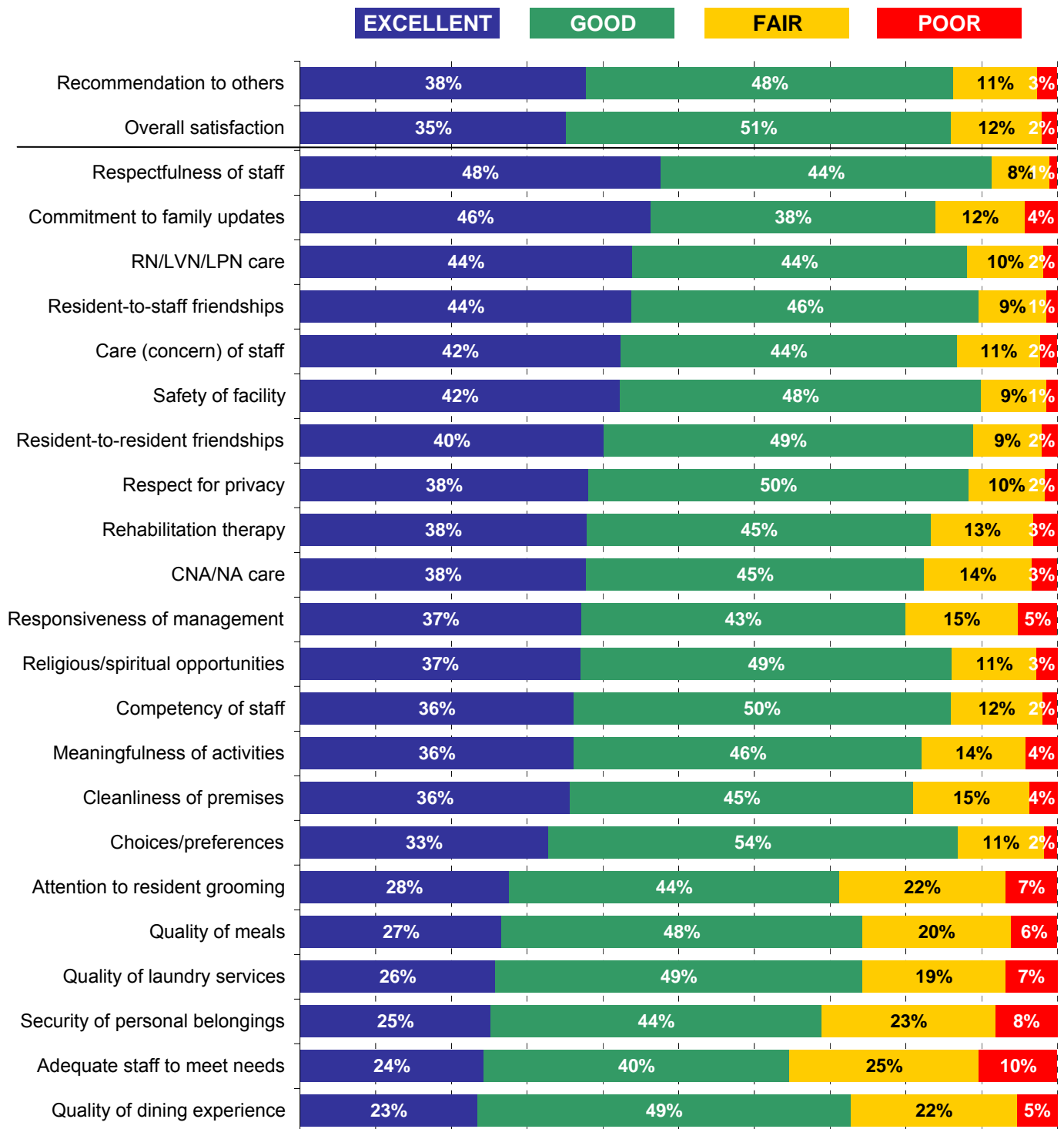


(May not total 100% due to rounding.)

FAMILY SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2011

2



Items are ranked from highest to lowest on the percent of responses rated "Excellent." The percentages reflect averages across survey respondents. (May not total 100% due to rounding.) See chart 4 for comparison to prior years.

FAMILY SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

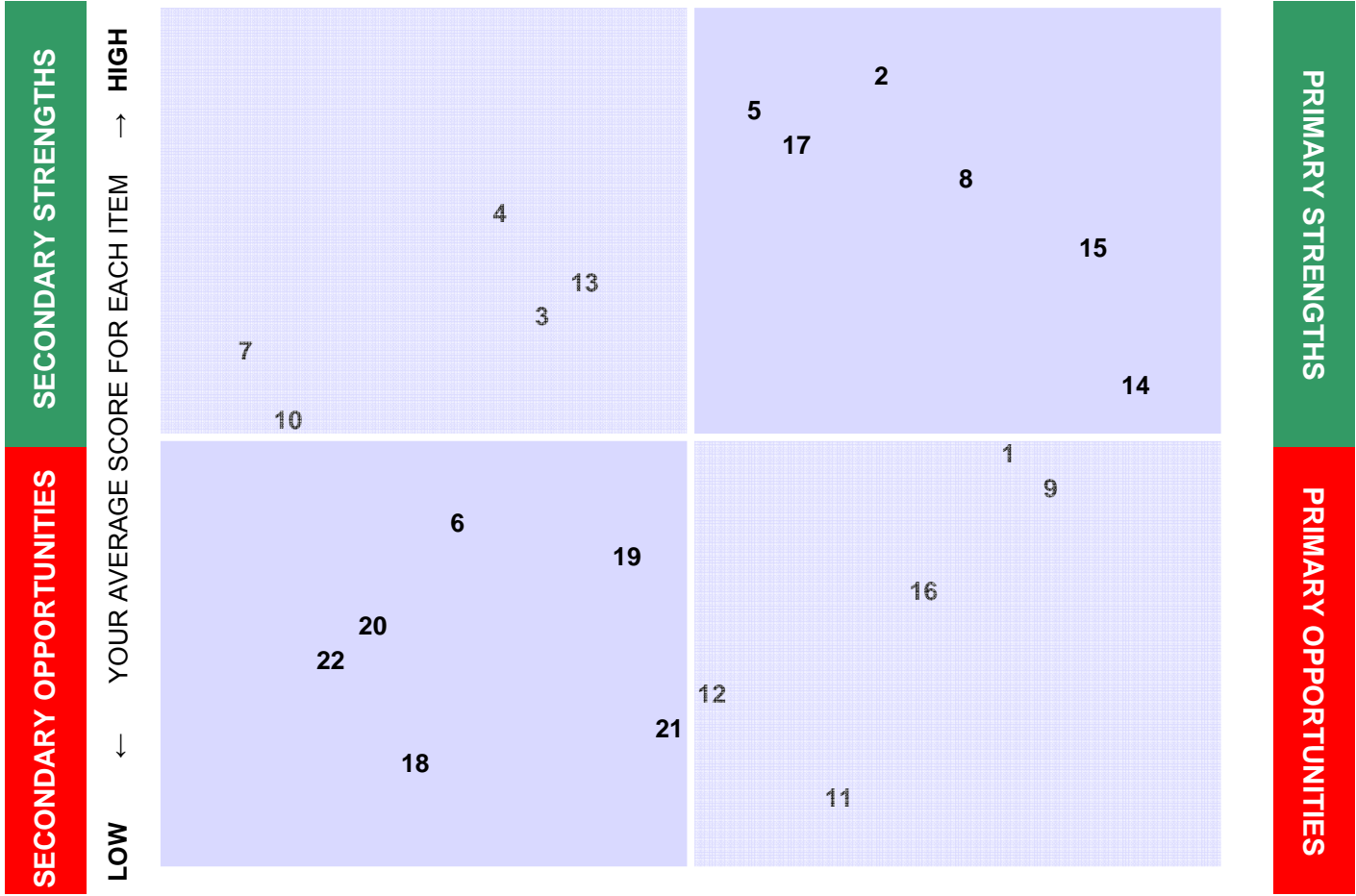
3

A

Quadrant A shows items of *lower* importance to "Recommendation" with a *higher* average score

Quadrant B shows items of *higher* importance to "Recommendation" with a *higher* average score

B



C

LOW ← IMPORTANCE TO RECOMMEND THIS FACILITY TO OTHERS → HIGH

Quadrant C shows items of *lower* importance to "Recommendation" with a *lower* average score

Quadrant D shows items of *higher* importance to "Recommendation" with a *lower* average score

D

The quadrant analysis plots the percentile rank of the average score on the satisfaction items against the percentile rank of the average "importance" score of each item and the question **What is your recommendation of this facility to others?** Items in the lower right quadrant are those that are most important to "Recommendation" but received the lowest scores.

See actual satisfaction items and report labels at end of section



SECONDARY STRENGTHS

Items with average scores above the midline but not as important to "Recommendation"

- 3 Respect for privacy
- 13 Commitment to family updates
- 10 Rehabilitation therapy
- 4 Resident-to-resident friendships
- 7 Religious/spiritual opportunities



PRIMARY STRENGTHS

Items with average scores above the midline and more important to "Recommendation"

- 14 Competency of staff
- 15 Care (concern) of staff
- 8 RN/LVN/LPN care
- 2 Respectfulness of staff
- 17 Safety of facility
- 5 Resident-to-staff friendships



SECONDARY OPPORTUNITIES

Items with average scores below the midline but not as important to "Recommendation"

- 21 Quality of dining experience
- 18 Security of personal belongings
- 19 Cleanliness of premises
- 22 Quality of laundry services
- 20 Quality of meals
- 6 Meaningfulness of activities



PRIMARY OPPORTUNITIES

Items with average scores below the midline and more important to "Recommendation"

These are areas that represent a good opportunity for improvement.

PRIORITY ACTION AGENDA™

The top FIVE items in Quadrant D (*Primary Opportunities*) comprise your Priority Action Agenda and provide a focus for improving willingness to recommend your facility to others.

If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 11 Adequate staff to meet needs**
- 9 CNA/NA care**
- 16 Responsiveness of management**
- 1 Choices/preferences**
- 12 Attention to resident grooming**

FAMILY SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2011

4

		2011 MIV
Recommendation to others		76
Overall satisfaction		75
QUALITY OF LIFE	Respectfulness of staff	81
	Resident-to-staff friendships	78
	Safety of facility	78
	Resident-to-resident friendships	76
	Respect for privacy	76
	Religious/spiritual opportunities	74
	Choices/preferences	74
	Meaningfulness of activities	72
	Quality of dining experience	65
	Security of personal belongings	63
QUALITY OF CARE	RN/LVN/LPN care	80
	Care (concern) of staff	77
	Commitment to family updates	79
	Competency of staff	76
	Rehabilitation therapy	73
	CNA/NA care	75
	Attention to resident grooming	65
	Adequate staff to meet needs	62
QUALITY OF SERVICE	Cleanliness of premises	73
	Responsiveness of management	72
	Quality of meals	66
	Quality of laundry services	65

UNIVERSITY OF MISSOURI, SINCLAIR SCHOOL OF NURSING

FAMILY SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2011

5

RESIDENT

Gender of resident		Age of resident	
Female	74%	19 or under	0%
Male	26%	20 to 29	0%
		30 to 39	0%
		40 to 49	1%
		50 to 59	4%
		60 to 69	7%
		70 to 79	17%
		80 to 89	40%
		90 or older	29%

FACILITY CHOICE

Homes visited		Reason for choosing		Length of stay	
None	33%	Convenient location	40%	Less than 1 month	2%
Only this one	14%	Good reputation	23%	1 to 3 months	9%
Two	27%	Doctor or hospital	11%	3 to 6 months	7%
Three	15%	Relative or friend	10%	6 months to 1 year	13%
Four	7%	Insurance requirement	1%	1 to 3 years	34%
Five or more	5%	Other reason	14%	3 or more years	34%

44%

68%

SURVEY RESPONDENT

Relationship to resident	
Spouse	13%
Child	57%
Brother or sister	10%
Grandchild	1%
Friend	2%
Other relationship	17%

VISITOR

Person visiting most		How often visited	
Spouse	15%	Less than once a year	1%
Child	55%	Once a year	1%
Brother or sister	12%	Once every 3 months	4%
Grandchild	2%	Once a month or more	13%
Friend	5%	Once a week or more	48%
Another person	12%	Almost daily	33%

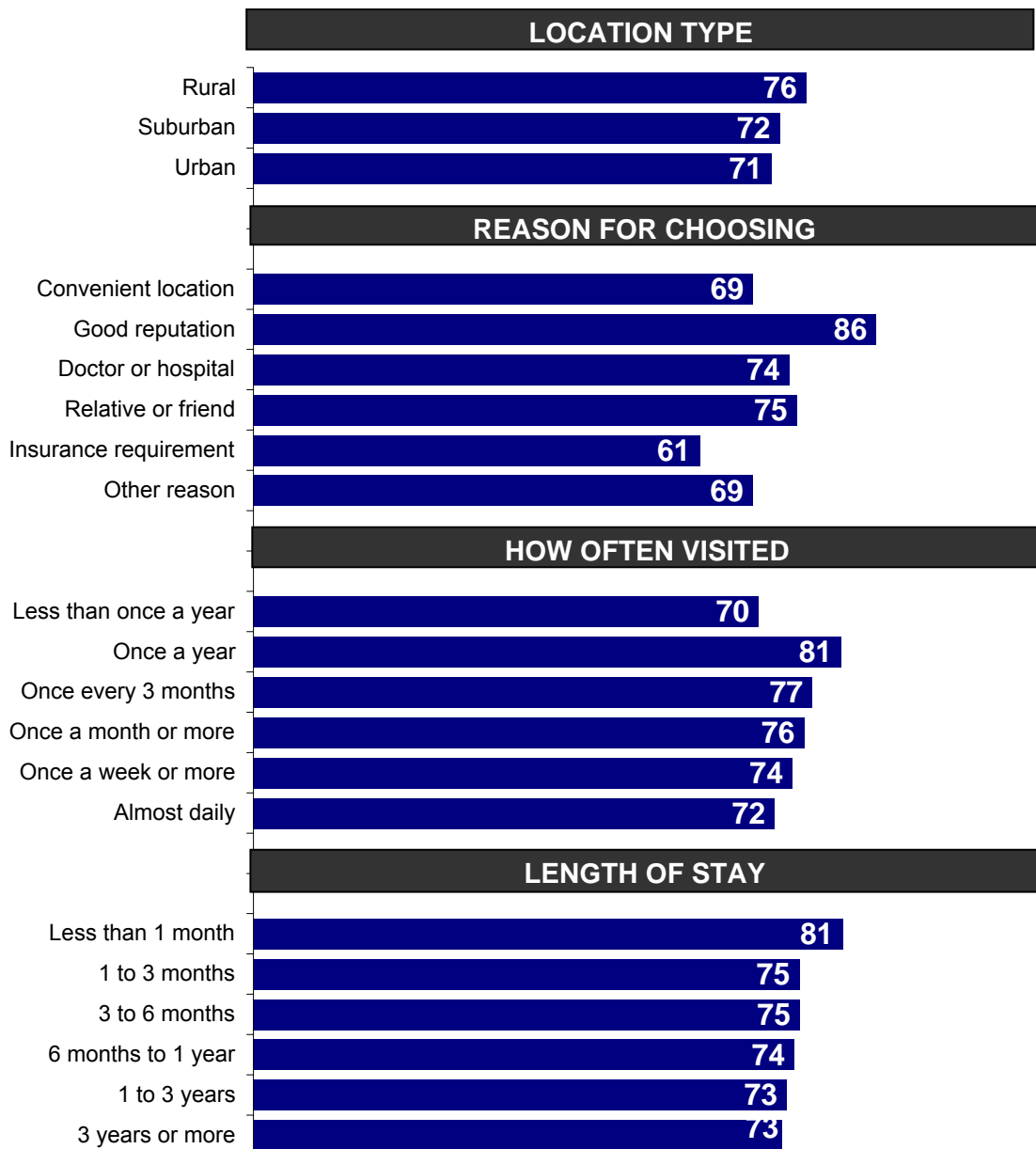
81%

(May not total 100% due to rounding.)

FAMILY SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2011

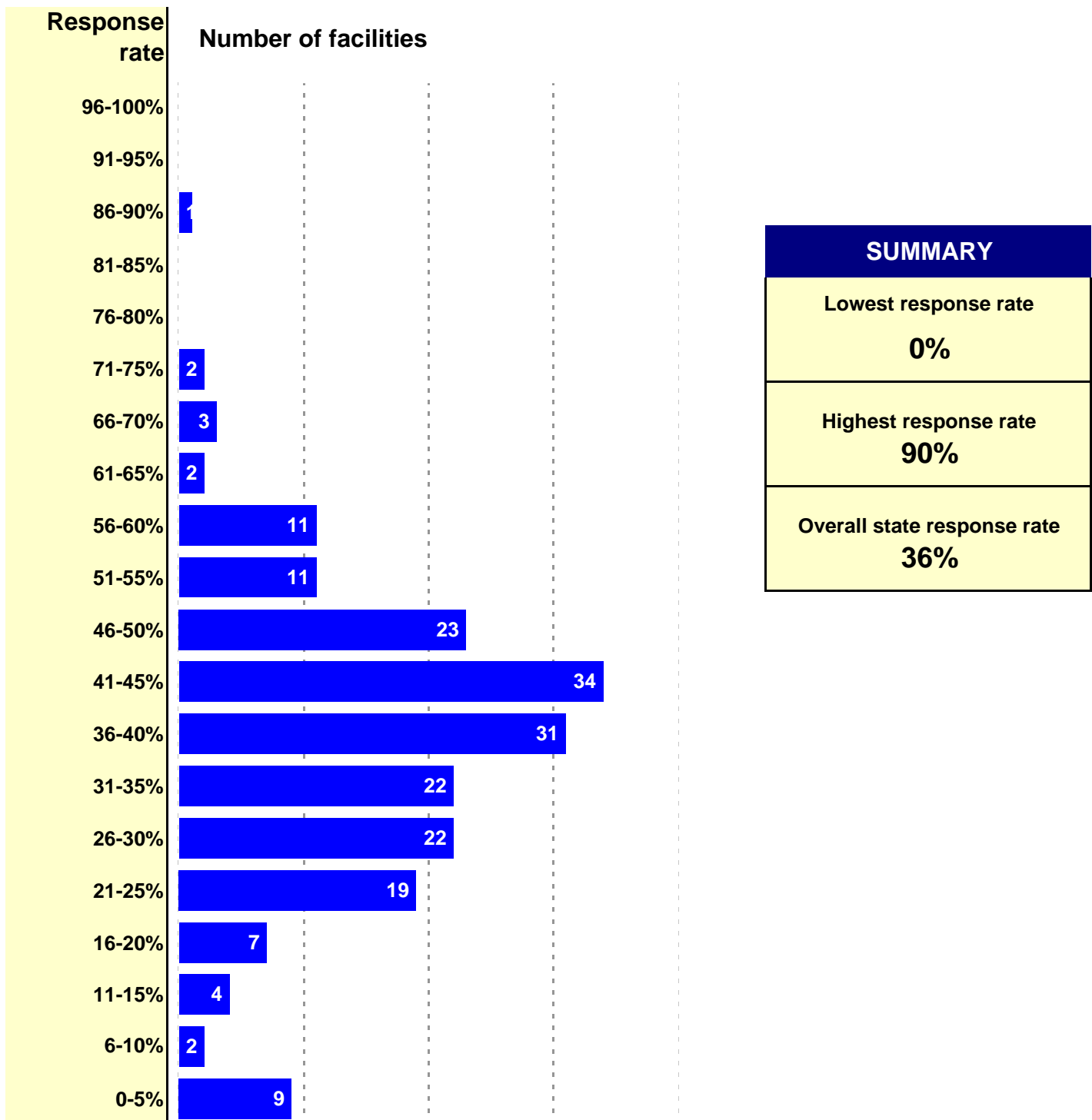
6



FAMILY SATISFACTION

DISTRIBUTION OF RESPONSE RATES FOR 2011

Results are for 203 participating facilities.



FAMILY SATISFACTION

SKILLED NURSING FAMILY SATISFACTION SURVEY REFERENCE

ITEM NUMBER/LABEL	ORIGINAL SURVEY STATEMENT
GLOBAL SATISFACTION DOMAIN	
23 Overall satisfaction	How would you rate your overall satisfaction with this facility?
24 Recommendation to others	What is your recommendation of this facility to others?
QUALITY OF LIFE DOMAIN	
	Rate this facility on ...
1 Choices/preferences	Meeting the resident's/patient's choices and preferences
2 Respectfulness of staff	The respect shown to the resident/patient by staff
3 Respect for privacy	Meeting the resident's/patient's need for privacy
4 Resident-to-resident friendships	Offering the resident/patient opportunities for friendships
5 Resident-to-staff friendships	Offering the resident/patient opportunities for friendships with staff
6 Meaningfulness of activities	Offering the resident/patient meaningful activities
7 Religious/spiritual opportunities	Meeting the resident's/patient's religious and spiritual needs
17 Safety of facility	How safe it is for the resident/patient
18 Security of personal belongings	The security of the resident's/patient's personal belongings
21 Quality of dining experience	How enjoyable the dining experience is for the resident/patient
QUALITY OF CARE DOMAIN	
	Rate this facility on ...
8 RN/LVN/LPN care	The quality of care provided by the nurses (RNs/LVNs/LPNs)
9 CNA/NA care	The quality of care provided by the nursing assistants (CNAs/NAs)
10 Rehabilitation therapy	The quality of rehabilitation therapy (occupational, physical, speech)
11 Adequate staff to meet needs	Providing an adequate number of nursing staff to meet care needs
12 Attention to resident grooming	Meeting the resident's/patient's need for grooming
13 Commitment to family updates	Keeping you and your family informed about the resident/patient
14 Competency of staff	The competency of staff
15 Care (concern) of staff	The staff's care and concern for the resident/patient
QUALITY OF SERVICE DOMAIN	
	Rate this facility on ...
16 Responsiveness of management	Management's responsiveness to your suggestions and concerns
19 Cleanliness of premises	The cleanliness of the room and surroundings
20 Quality of meals	The quality of the meals
22 Quality of laundry services	The quality of laundry services
DEMOGRAPHICS AND BACKGROUND INFORMATION	
25 Length of stay	How long has the resident/patient lived at this facility?
26 Person visiting most	Who visits the resident/patient most often?
27 How often visited	How often does this person visit the resident/patient?
28 Homes visited	How many nursing homes did you (or your family) visit before choosing this facility?
29 Reason for choosing	What is the most important reason you (or your family) chose this facility?
30 Gender of resident	What is the resident's/patient's gender?
31 Age of resident	What is the resident's/patient's age?
32 Relationship to resident	What is your relationship to the resident/patient?