Observable Indicators of Nursing Home Care Quality Instrument
Researcher Version

Facility: _________________________________ Location: _________________________________
Date: ______________
Time of day (check one): ☐ morning ☐ afternoon
Observed mealtime (check one): ☐ yes ☐ no

General Directions for Observation and Instrument Use

The Observable Indicators of Nursing Home Care Quality Instrument is designed to measure the multidimensional concept of nursing home care quality. There are ranges provided to assist you to interpret quality scores and to monitor improvements in scores if measured in series over time.

Answer the questions after 20 to 30 minutes of walking through a nursing home. Plan the observation time during usual visiting hours, such as 10am to 4pm. Begin by walking outside of the facility. Upon entering the facility, make observations of the facility such as noise level, presence of odors, if residents are calling out, if staff are paying attention to residents who are calling out, if staff stop and speak to residents, if residents are smiling at staff, if staff are ambulating residents, how the home’s environment appears, and if staff are focused on caring for residents. Be aware and think about what you see, hear, smell, and feel. Watch for staff helping residents with eating or encouraging them to drink. If possible, conduct the walk through near a mealtime.

Complete the instrument after walking through the general living spaces, hallways, and areas generally available to the public. If you have difficulty scoring a particular item, you may need to walk through some areas a second time to answer all items. For best results, total all the scores on each page and transfer them to page 8 immediately after completing the instrument to be sure all items are scored.

The reliability of the instrument is improved if more than one person completes the instrument. Have another research member accompany you during the tour and each person should complete a separate instrument. Do not talk with each other about your answers until you have both answered all the questions. Another option is for one observer to do two visits a few days apart and score a separate instrument for each visit. Then average the scores from the two instruments.

A note about choosing your answers: Scores for each item from 1 to 5, with 1 being the worst and 5 indicating the best care quality. But the answers themselves vary, so be sure to read them carefully. Some items may require asking staff about the care and services - such as items 7 & 8. IT IS NECESSARY THAT ALL QUESTIONS BE ANSWERED FOR THE TOTAL SCORE TO BE OF VALUE.

CIRCLE all the answers on each page, add the scores on each page, and write the total for the page in the box at the bottom of each page. After you have answered all 30 questions, follow the directions on Page 8.

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**The Observable Indicators of Nursing Home Care Quality Instrument**

**Researcher Version**

1. Were the conversations between staff and residents friendly?
   - 1 2 3 4 5
   - Most were not, A few were, Some were, Many were, Most were

2. When staff talked to residents, did they call them by name?
   - 1 2 3 4 5
   - Most did not, A few did, Some did, Many did, Most did

3. Did residents and staff acknowledge each other and seem comfortable with each other (for example, smile, eye contact, touch, etc.)?
   - 1 2 3 4 5
   - Most did not, A few did, Some did, Many did, Most did

4. Did residents and staff interact with each other in positive ways (for example, conversation, humor, touch, eye contact, etc.)?
   - 1 2 3 4 5
   - Most did not, A few did, Some did, Many did, Most did

5. Did staff appear caring (compassionate, warm, kind)?
   - 1 2 3 4 5
   - Most did not, A few did, Some did, Many did, Most did

6. Did staff treat residents as individuals with dignity and respect?
   - 1 2 3 4 5
   - Most did not, A few did, Some did, Many did, Most did

**PAGE 2 TOTAL**
(Add numbers circled & write in box)

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7. Were registered nurses (RNs) visible? (Look at name badges of staff to identify RNs. May need to ask staff.)

1  2  3  4  5
Rarely seen  Occasionally  Sometimes  Often  Very Often

8. Did registered nurses (RNs) seem to know the residents so that they are able to direct their care? (May need to ask staff)

1  2  3  4  5
Did not seem to Occasionaly  Sometimes  Often  Very Often

9. Did staff help residents with food or fluids?

1  2  3  4  5
Rarely seen  Occasionally  Sometimes  Often  Very often

10. Were residents walking or independently moving about the facility with or without assistive devices such as canes, walkers, wheelchairs?

1  2  3  4  5
Rarely seen  Occasionally  Sometimes  Often  Very Often

11. Were staff helping some residents walk or move about the facility?

1  2  3  4  5
Rarely seen  Occasionally  Sometimes  Often  Very Often

12. Did staff communicate with confused residents in positive ways (for example, talk, touch, sit with, etc.)?

1  2  3  4  5
Rarely seen  Occasionally  Sometimes  Often  Very Often

PAGE 3 TOTAL
(Add numbers circled & write in box)
13. Were residents dressed and clean?

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most were not</td>
<td>Some were</td>
<td>Many were</td>
<td>Most were</td>
<td>All were</td>
</tr>
</tbody>
</table>

14. Were residents well groomed (shaved, hair combed, nails clean and trimmed)?

<table>
<thead>
<tr>
<th>1</th>
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<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most were not</td>
<td>Some were</td>
<td>Many were</td>
<td>Most were</td>
<td>All were</td>
</tr>
</tbody>
</table>

**PAGE 4 SUBTOTAL 1**

(Add numbers circled & write in box)

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15. Were odors of urine or feces noticeable in the facility?

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pervasive throughout</td>
<td>In most areas</td>
<td>Occasionally</td>
<td>Hardly at all</td>
<td>Not at all</td>
</tr>
</tbody>
</table>

16. Were other unpleasant odors noticeable in the facility?

<table>
<thead>
<tr>
<th>1</th>
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<th>4</th>
<th>5</th>
</tr>
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<tbody>
<tr>
<td>Pervasive throughout</td>
<td>In most areas</td>
<td>Occasionally</td>
<td>Hardly at all</td>
<td>Not at all</td>
</tr>
</tbody>
</table>

**PAGE 4 SUBTOTAL 2**

(Add numbers circled & write in box)
17. Were hallways and common areas uncluttered?

1 2 3 4 5
Very Cluttered Frequently Cluttered Somewhat cluttered Neat and uncluttered Very neat and uncluttered

18. Were resident rooms, hallways, and common areas clean?

1 2 3 4 5
Dirty Somewhat dirty More or less clean Clean Very clean

19. Were buildings, grounds, and furniture in good condition?

1 2 3 4 5
Very poor condition Poor condition Fairly good condition Good condition Very good condition

20. Were the hallways well lighted?

1 2 3 4 5
Poorly lighted Some light but not enough Moderately lighted Well lighted Exceptionally well lighted

21. Were resident rooms well lighted?

1 2 3 4 5
Poorly lighted Some light but not enough Moderately lighted Well lighted Exceptionally well lighted

PAGE 5 TOTAL
(Add numbers circled & write in box)
22. **Did confused residents have a safe place to wander indoors? (May need to ask staff.)**

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No apparent safe place</td>
<td>Very small</td>
<td>Small</td>
<td>Moderate</td>
<td>Large safe place</td>
</tr>
</tbody>
</table>

23. **Did confused residents have a safe place to wander outdoors? (May need to ask staff.)**

<table>
<thead>
<tr>
<th></th>
<th>1</th>
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<th>3</th>
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<tr>
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<td>Small</td>
<td>Moderate</td>
<td>Large safe place</td>
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</table>

24. **Did confused residents have access to outdoor space? (May need to ask staff.)**

<table>
<thead>
<tr>
<th></th>
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<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No apparent access</td>
<td>Occasional access with assistance</td>
<td>Some access with assistance</td>
<td>Frequent access</td>
<td>Access any time</td>
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</table>

25. **Did other residents have access to outdoor spaces? (May need to ask staff.)**

<table>
<thead>
<tr>
<th></th>
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<th>3</th>
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<th>5</th>
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<tbody>
<tr>
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<td>Occasional access with assistance</td>
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<td>Frequent access</td>
<td>Access any time</td>
</tr>
</tbody>
</table>

**PAGE 6 TOTAL**

(Add numbers circled & write in box)
26. Were residents’ rooms personalized with furniture, pictures, and other things from their past?

   1   2   3   4   5
Most were not  A few were  Some were  Many were  Most were

27. Were there pets (dogs, cats, birds, etc.) and/or live plants in the facility?

   1   2   3   4   5
None or rarely seen  Occasionally  Sometimes  Often  Very often

28. Were the pets and/or live plants in good condition?

   1   2   3   4   5
None seen or very poor condition  Fair condition  Average  Good  Very good condition

29. Was there a home-like appearance about the facility?

   1   2   3   4   5
Not at all home-like  Somewhat  Moderately  Quite home-like  Very home-like

30. Were visitors visible in the facility (family members, volunteers, community members, etc.)?

   1   2   3   4   5
Rarely seen  Occasionally  Sometimes  Often  Very often

SEE NEXT PAGE
TRANSFER THE SCORES FROM PAGES 2 THROUGH PAGE 7 TO THE BOXES BELOW AND ADD THE PAGE SCORES FOR A TOTAL SCORE

(If two persons have completed the instrument, add the scores from each page together and divide them by 2. Insert the average number into the boxes below.)

<table>
<thead>
<tr>
<th>SCORES</th>
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<th>BELOW Range</th>
<th>AVERAGE Range</th>
<th>ABOVE Range</th>
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<tbody>
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<td>Communication</td>
<td>7-22</td>
<td>23-28</td>
<td>29-30</td>
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<td>Care Delivery</td>
<td>6-17</td>
<td>18-25</td>
<td>26-30</td>
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<td>Grooming</td>
<td>2-6</td>
<td>7-8</td>
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<td>Odor</td>
<td>2-6</td>
<td>7-8</td>
<td>9-10</td>
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<td>Environment-Basics</td>
<td>10-18</td>
<td>19-21</td>
<td>22-25</td>
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<td>Environment-Access</td>
<td>4-12</td>
<td>13-16</td>
<td>17-20</td>
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<tr>
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<td>Environment-Homelike</td>
<td>6-14</td>
<td>15-21</td>
<td>22-25</td>
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<tr>
<td>TOTAL SCORE (Add page scores)</td>
<td></td>
<td>56-103</td>
<td>104-127</td>
<td>128-148</td>
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| Process     | Questions 1-14, 22-30 | 37-76        | 77-97         | 98-114      |
| Structure    | Questions 15-21       | 14-26        | 27-30         | 31-35       |

INTERPRETATION:

A SCORE EQUAL TO OR ABOVE 128 SUGGESTS A QUALITY NURSING HOME.

A SCORE EQUAL TO OR BELOW 103 SUGGESTS A NURSING HOME WITH QUALITY ISSUES.

SCORES BETWEEN THESE NUMBERS ARE TYPICAL OF MOST NURSING HOMES.