

Self-Reported Satisfaction of Older Adult Residents in Nursing Homes: Development of a Conceptual Framework

BACKGROUND

Quality of care has consistently been associated with the physiological aspects of residents in nursing homes; however, the level of resident satisfaction regarding the services provided through these facilities often remained secondary. Due to the expected increase demand of the aging population, the number of nursing home residents is estimated to reach from the current 1.4 million to 5.3 million by 2030. Current standards for most nursing home residents in the United States are not up to par with what consumers, providers, and policymakers expect. While there are various factors currently influencing the quality of care provided in nursing homes, resident satisfaction is an integral part of the quality of care they receive in nursing homes. Therefore, it is crucial to implement tools based on residents' satisfaction to improve the services currently being offered. However, there is no uniform categorization framework to classify self-reported satisfaction of older adult residents in nursing homes. The goal of the current study was to create a conceptual model for self-reported older residents' satisfaction by addressing the constituents of residents' satisfaction and how identification of such determinants can be utilized to understand their needs. Such a framework could also serve a public policy purpose of identifying loopholes in the care delivery system that keep nursing homes from delivering optimal care to improve the overall quality of life for residents in nursing homes.

STUDY METHOD

Three electronic databases (i.e., PubMed, Scopus, and CINAHL) were searched, using the SPIDER (Sample, Phenomenon of Interest, Design, Evaluation, Research type) tool to set specific inclusion and exclusion criteria, and to identify original research studies that investigated older adult residents' satisfaction in nursing homes. Donabedian's structure-process-outcome model was used to guide the theoretical framework of the study. Through Donabedian's model, structural (physical) factors and processual (protocol/guidelines) factors were established in nursing home settings. Through in-person interviews and mail administered questionnaires, information was gathered from varied studies that met our criteria regarding the nature and prevalence of issues concerning resident satisfaction. Furthermore, the authors of this policy brief recoded various sub-domains identified within the studies into major domains to further build a broader coding taxonomy to identify the satisfaction indicators in older nursing home residents.

FINDINGS

After assessing the articles for eligibility, a total of fifteen studies, including 264,133 residents and 15,577 nursing homes were selected for this review. Although a wide variety of resident satisfaction measures were used in the reviewed studies, five primary domains were identified: psychological, clinical, social, environmental, and

spiritual., all with a consistent theme of improving the quality of life of residents in nursing homes. More specifically, the study determined that technical competence, autonomy, environment, meaningful activities, and interpersonal quality of professionals were the most important factors regarding resident satisfaction.

POLICY IMPLICATIONS

The current study reflects the complexity of developing a consensus among researchers measuring self-reported satisfaction of older adult residents in nursing homes. Donabedian's structure-process-outcome model was an effective tool in establishing the standardized analysis in this study, as it revealed how both structural and processual factors affect each other in a nursing home environment. The current review has synthesized a wide range of satisfaction measures that we hope will guide future researchers and policymakers to provide counsel regarding improvement of nursing home services and as a heuristic device to spur research. Policymakers need to promote the utilization of self-reported resident satisfaction across the country to improve the overall quality of care for

individuals in nursing homes. Future research is needed to apply this conceptual framework for comparisons of self-reported resident satisfaction in other institutional settings across countries. Future research is also expected to explore broader consumer perspectives globally, especially by integrating the diverse views of family members and younger residents, to integrate these findings to better understand quality of care across all long-term care settings.

Original Article

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