

Quality Measurement Program Report for Oregon Community- Based Care Facilities

2022 Annual Report

Oregon Department of Human Services
Aging and People with Disabilities
Safety, Oversight & Quality

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A Message from the Quality Measurement Council

The Quality Measurement Council was established by the Oregon legislature to prescribe how the Residential Care Quality Measurement Program is carried out in Oregon. The Governor-appointed council is tasked with overseeing and developing the metrics to be utilized for measuring quality of care in Oregon's assisted living and residential care facilities, which also includes most memory care communities. ORS 443.447 establishes the Council. ORS 443.446 establishes the Quality Measurement Program.

After a pandemic-induced two-year postponement to the start of data collection for Oregon's Quality Measurement Program, this 2022 report provides Oregon's first-ever set of universal metrics designed to measure quality of care in assisted living and residential care facilities. The data captured for this report reflects various points in time of the 2022 calendar year. Though reporting requirements are expected to be more comprehensive for future calendar years, the Council acknowledged that many licensed care settings were still recovering from the devastating impacts that the COVID pandemic had in long-term care facilities. However, the data provided in this report provides a solid foundation from which to build and continually improve Oregon's quality of long-term care, not only for the entire care system, but ideally for individual facilities as well.

The Legislature established the initial five required quality measures, and the Council provided additional structure to assist facilities in reporting and the Oregon Department of Human Services (ODHS) in carrying out the program.

The five quality measures reflected in this report include:

- Retention rate for direct care staff;
- Staff training compliance;

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- Resident falls that result in physical injury;
- Antipsychotics prescribed for non-standard reasons; and
- Resident satisfaction.

Quality measurement programs such as this establish benchmarks, describe quality of care, and should direct improvement efforts. They are a non-regulatory approach intended to support transparent sharing of quality data with the public and to give direction to the entities – in this case, licensed long-term care facilities – for improving their quality-of-care efforts.

And now, again for the first time in Oregon, facility residents, families, and the public can see how licensed care settings are performing in Oregon, at least within the context of these five quality measures.

The Council is pleased to share this 2022 Quality Measurement Program Report.

Quality Measurement Council Members:

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Executive Summary of 2022 Quality Metrics Report

Quality Metrics Data Informs Consumers and Providers

The Quality Metrics Program supports quality improvement in residential care and assisted living facilities, collectively referred to as community-based care facilities (CBCs). It is designed to collect data that CBCs can use to track and compare their performance in specific improvement areas.

The Quality Metrics Program was also designed to provide people who live in or are searching for a CBC facility with information on the quality of services at specific facilities. The metrics will offer a more in-depth picture of facilities' performance as the program continues to gather data in the coming years.

ORS 443.446 became law in 2017 and required the Oregon Department of Human Services (ODHS) to establish a Quality Measurement Council. The Council was charged with developing the methods facilities must use to track the following metrics:¹

1. Retention of direct care staff
2. Facility compliance with staff training requirements
3. Falls resulting in physical injury
4. Use of antipsychotic medication for nonstandard uses
5. Results of an annual resident satisfaction survey conducted by an independent entity.

The first two years of program data collection, 2020 and 2021, corresponded with the onset of the COVID-19 pandemic. Long-term care facilities experienced massive outbreaks of COVID. Retaining sufficient staff to respond to regular resident needs and COVID-related illness became extremely difficult. Facilities also had to comply with COVID-specific reporting requirements and implement new screening procedures for residents, staff, and visitors. These additional burdens led the Council to temporarily reduce the impact of Quality Measurement Program

¹ ORS 411-054-0320(5)(b)

reporting on facilities by simplifying reporting requirements: Facilities were asked to report yes or no whether they were collecting data on the metrics in 2020 and 2021 instead of reporting numerical data.

While the pandemic continued to have a significant impact on facilities during 2022, including heightened infection control protocols and ongoing difficulties with recruiting and retaining staff, its effects were less than in the previous two years. And facilities had two years of practice reporting yes/no answers. With these considerations, the Council increased the data reporting by requiring numerical data for four of the five metrics in 2022.

Key Observations from the Third Year of Metrics Reporting

- 1. Half of CBC facilities must replace more than 50% of their staff year to year.** The ability to maintain trained and experienced staff over time increases the ability to deliver services in accordance with quality assurance programs and may directly impact the other quality metrics. Staff turnover must be addressed before meaningful quality improvements can be made.
- 2. Facilities are still learning how to collect and report quality data.** In 2022, ninety-five percent of facilities reported at least one of the five quality metrics, as compared to 2021 when 90% of facilities reported at least one metric, and 2020 when 84% of facilities reported at least one metric. Many facilities entered data incorrectly in 2022, resulting in compromised data quality. The data quality problems have been recognized and ODHS is refining the data collection tool and working with providers to mitigate them.
- 3. The resident satisfaction survey is the least-reported metric.** The CoreQ questionnaire was new in 2022, and the change found some providers not fully prepared. In addition, CoreQ instructs providers to limit surveys to residents without cognitive impairments, while most residents in some facilities experience some cognitive impairment. While the Program didn't measure administrative turnover specifically, ODHS staff did observe that leadership turnover, including turnover prompted by change of management and/or change of ownership, often resulted in data loss. This was especially true for the resident survey data.
- 4. Most facilities report they track nonstandard uses of antipsychotic medications.** This metric remained a yes or no question in 2022. This metric has been controversial and complicated for providers. Prescriptions of antipsychotic medications for non-standard uses will be counted in October 2023.

5. **Consumers and providers cannot access Program data easily.** Oregon statute instructs the Program to “Allow residential care facilities and the public to compare a residential care facility’s performance on each quality metric.”² Currently, quality measurement data is only available in Annual Reports located on the Quality Measurement Program website. In keeping with the Department’s goals of accessibility and user-friendliness, the Council would like to see quality measurement data integrated into ODHS’s [Licensed Long-term Care Settings Search](#). In addition, a facility comparison feature would help the Program meet its legislative goals.

INTRODUCTION

Residential care and assisted living facilities (collectively known as community-based care (CBC) facilities) are required to have a quality improvement program that evaluates services, resident outcomes, and resident satisfaction.³ In 2017, the Oregon Legislative Assembly passed House Bill 3359⁴, establishing the Residential Care Quality Measurement Program. The Program has two main goals: to allow facilities to compare their performance with that of their peers; and to help consumers make informed choices when selecting a facility. In addition, Program data can be used to track changes in facility quality over time and to help policy makers identify training needs for facility staff.

Data is the foundation of quality improvement initiatives. Nursing facilities have long used data to identify areas for improvement as required by the U.S. Centers for Medicare and Medicaid Services (CMS). CMS requires data collection on various aspects of nursing facility care such as infection rates, medication errors, fall incidents, and patient satisfaction. The specific requirements and reporting systems for nursing facilities have evolved over time. Some key milestones include:

- 1998 [Prospective Payment System](#). Required reporting into the Minimum Data Set.⁵
- 2014 [Improving Medicare Post-Acute Care Transformation \(IMPACT\) Act of 2014](#). Required nursing facilities to submit quality data for public reporting.

² ORS 443.446 (1)(c)

³ OAR 411-054-0025(9)

⁴ Codified as ORS 443.446 and ORS 443.447 and OAR 411-054-0320

⁵ The Minimum Data Set (MDS) is a standardized assessment tool that measures health status in nursing home residents. <https://www.cms.gov/research-statistics-data-and-systems/computer-data-and-systems/minimum-data-set-3-0-public-reports>

By contrast, there are no federal data collection requirements for community-based care facilities. As a result, CBCs have not had to invest in data collection systems with the same level of sophistication as nursing facilities, and they are not collecting a standardized set of data. At the same time, residents in community-based care are entering facilities with increased care needs and there are fewer nursing facility beds available than there were 10 years ago: There are 129 nursing facilities in July 2023, as compared to 141 nursing facilities in Oregon 10 years ago. More Oregonians rely on CBC facilities as the number of nursing facilities decreases.

Oregon is only one of a handful of states with a quality improvement program for community-based care settings. As of 2021, Oregon was one of only five states with a state-level quality reporting program.⁶ Data collection in community-based care settings (generally referred to nationally as assisted living facilities) is complicated by several factors.

- Assisted living facilities lack a uniform definition nationally and can vary in scope of service among states.
- CBC facilities have far fewer licensed staff with the experience and background needed to measure quality and analyze data, compared to nursing facilities.
- Research is scarce on quality measurement in CBC facilities, especially when compared to the large body of research on nursing facilities.⁷

This report satisfies ODHS’s statutory reporting requirement and presents the data collected in the third year of the program. Additionally, statute requires the department to report on regulatory compliance which is collected separately from the Quality Measurement Program. Compliance data is another means for facilities to measure and compare their performance; it provides information on deficiencies found during a survey or complaint investigation. Compliance data is presented in the *2022 Compliance Data Report for Oregon Community-Based Care Facilities* report, available on the Quality Measurement Program website.

⁶ Cater, Diana. (2021). Measuring and Reporting Quality in Assisted Living: Comparing Innovative Approaches from Different States. Master’s thesis, OHSU/Portland State University School of Public Health.

⁷ Oregon’s model is unlike other states, where we have a harder distinction between skilled nursing and CBCs. It stands to reason that much of the research covering nursing homes in the U.S. can be generalized to the larger field of LTC facilities, including facilities that would be called CBCs in Oregon.

COMMUNITY-BASED CARE IN OREGON

Residential Care Facilities and Assisted Living Facilities

The Quality Measurement Program measures data in residential care facilities (RCFs) and assisted living facilities (ALFs), collectively referred to as community-based care (CBC) facilities. Both RCF and ALF provide services on a 24-hour basis to meet the daily physical and social needs of six or more adults living in home-like settings.

RCFs and ALFs are governed by the same licensing regulations for services and staffing. Both facility types provide at least one caregiver for assistance with activities of daily living and medication management. The difference between the two involve physical space requirements. ALF residents have individual apartments with a small kitchen area and a private bathroom, while RCF residents share bedrooms and bathrooms and do not by rule have kitchenettes, although some RCFs do offer private rooms or apartments.

Oregon had a total of 576 licensed community-based care facilities in 2022, with 16 of those opening or closing during the year. Facilities are exempt from reporting in a year in which they open or close, therefore 560 facilities were required to comply with quality measurement reporting for 2022. Appendix C contains a full list of facilities that opened or closed in 2022.

Each facility is licensed to accommodate a specific number of beds, which is the maximum number of residents that may live in the facility. In Oregon, ALFs typically have more beds per facility than RCFs. About three quarters of Oregon's ALFs have more than 50 beds while about three quarters of Oregon's RCFs have fewer than 50 beds.

Table 1. 2022 Facility Characteristics of All Facilities Required to Report Quality Metrics

	Required Facilities	% of Facilities	# Licensed Beds	% of Beds	Average # Beds
All CBC facilities	560		29,203		52
ALF	237	42%	16,142	55%	68
RCF	323	58%	13,061	45%	40
No MCC	335	60%	19,334	66%	58
Yes MCC	225	40%	9,869	34%	44
ALF only	232	41%	15,686	54%	68
RCF only	103	18%	3,648	12%	35
MCC (only 5 are ALFs)	225	40%	9,869	34%	44

Memory Care Endorsed Facilities

Some RCFs and ALFs are also endorsed memory care communities (MCC) and provide specialized services for individuals with diagnoses of dementia. These facilities must be licensed as a RCF, ALF, or nursing facility; the memory care endorsement is in addition to the primary license. MCCs must follow the standard rules related to their underlying license and must also follow an additional set of rules specific to memory care communities.⁸

The MCC regulations address dementia care training for staff, additional physical plant requirements and resident services to better support residents with dementia. Care and services are provided using a person-centered approach, which includes knowing and understanding the resident’s individual routines and preferences. All staff in endorsed memory care communities must receive training in dementia care prior to working with residents in the facility. Direct care staff must also receive six hours of dementia training annually.

In 2022, 225 of Oregon’s CBCs were endorsed memory care communities (Table 2). Most MCCs have fewer residents than RCFs and ALFs. Smaller resident population allows for more focused care.

⁸ The rules for Memory Care Endorsement are found in OAR 411-057.

Table 1. Number of Facilities by MCC Endorsement Status & Number of Beds

MCC Endorsement	Number of Beds					Total
	25 or Fewer	25-50	51-75	76-100	100 or More	
Yes MCC Endorsement	71	84	45	13	12	225
No MCC Endorsement	59	89	101	62	24	335
Total	130	173	146	75	36	560

Geographic Regions

This report uses four regions: Eastern, Portland Metro, Southern and Willamette Valley/ Northern Coast. These regions aggregate 16 Oregon Department of Human Services (ODHS) districts and are made up of 36 counties:

1. **Eastern Region** – Eighteen counties that include Baker, Crook, Deschutes, Gilliam, Grant, Harney, Hood River, Jefferson, Klamath, Lake, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, and Wasco
2. **Portland Metro Region** – Four counties that include Clackamas, Columbia, Multnomah, and Washington
3. **Southern Region** – Five counties that include Coos, Curry, Douglas, Jackson, and Josephine
4. **Willamette and Northern Coast** – Nine counties including Clatsop, Benton, Lane, Lincoln, Linn, Marion, Polk, Tillamook, and Yamhill

Figure 1. Facilities by Region

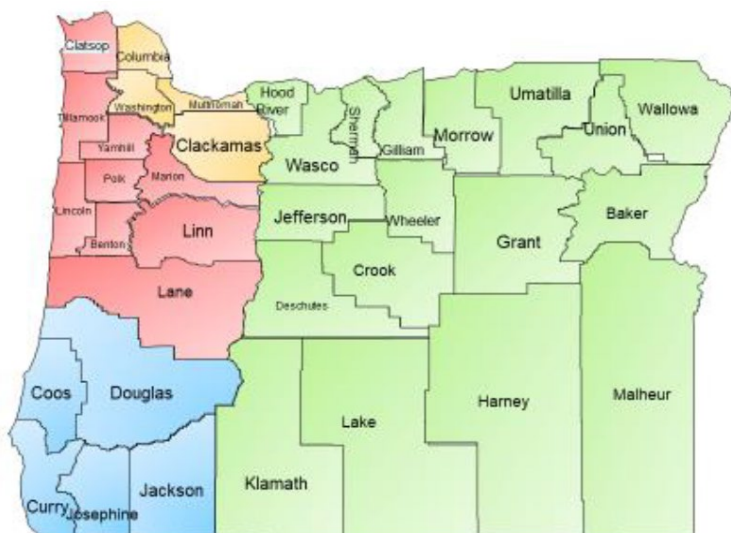


Table 2. Number of Facilities by Geographic Region

Region	Number of Facilities	Percentage
Eastern	96	14%
Portland Metro	217	43%
Southern	85	13%
Willamette Valley & North Coast	162	30%
Total	560	

Regulation of Facilities

Community-based care facilities are regulated by the Office of Safety, Oversight and Quality (SOQ) within the Oregon Department of Human Services' Aging and Disabilities Program (APD). Inspections (also known as surveys) are conducted bi-annually to determine if the facility is in substantial compliance with Oregon administrative rules prior to issuing and renewing licenses. The *2022 Compliance Data Report for Oregon Community-Based Care Facilities* provides compliance data and analysis.

QUALITY MEASUREMENT PROGRAM

Background and Elements of the Program

Oregon's Quality Measurement Program (QMP) was created as part of a larger long-term care reform bill, HB 3359 (2017). In addition to the QMP, the bill outlined several strategies to improve the lives of Oregonians living in community-based care in 2017, including acuity-based staffing, enhanced civil monetary penalties on facilities and enhanced oversight for low-performing facilities.

The legislature recognized the opportunity to use HB 3359 to improve care through strategic data use. Measuring quality in CBC remains an innovation: there are only four other states that require community-based care facilities to report quality data⁹. The bill became law as ORS 443.446. It established a governor-appointed Council staffed by ODHS, to define five specific quality measures (see below). The statute requires CBC facilities to report on those five measures annually using a web-based tool provided by ODHS. It also requires ODHS to publish an annual report on the previous year's data.

⁹ Minnesota and Ohio have **mandatory** quality measurement programs. Wisconsin and New Jersey have **voluntary** quality measurement programs. Cater, Diana. (2021). *Measuring and Reporting Quality in Assisted Living: Comparing Innovative Approaches from Different States*. Master's thesis, OHSU/Portland State University School of Public Health.

Quality Metrics Required by HB 3359 (2017)

1. The residential care facility's retention of direct care staff
2. The residential care facility's compliance with staff training requirements
3. The number of resident falls in that result in physical injury
4. The incidence in the residential care facility of the use of antipsychotic medications for nonstandard uses
5. The results of an annual resident satisfaction survey conducted by an independent entity

Metrics for the first five years of the program 2017 to 2022 are mandated by ORS 443.446. As of January 1, 2022, the statute allows the Council to update the original metrics using the rule making process.

Quality Measurement Council

The Governor's Quality Measurement Council (QMC) was established to define how each metric should be measured and to establish a uniform reporting system. The statute also directs the QMC to consider how the data will be used and ensure that collecting the required metrics is not overly burdensome on facilities. A list of current Council members can be found in Appendix A.

2022 QUALITY MEASUREMENT PROGRAM DATA

More providers successfully reported Quality Measurement Program data in 2022 than in previous years, even though the data reporting requirements expanded significantly from 2020 and 2021. The reporting requirement changed from reporting yes or no answers for all but one metric. Metric four, which tracks use of antipsychotics for nonstandard uses, remained a yes or no response. The program experienced several challenges, some of which were unique to 2022, while others need to be resolved in the future. This report provides recommendations to overcome challenges impacting future years.

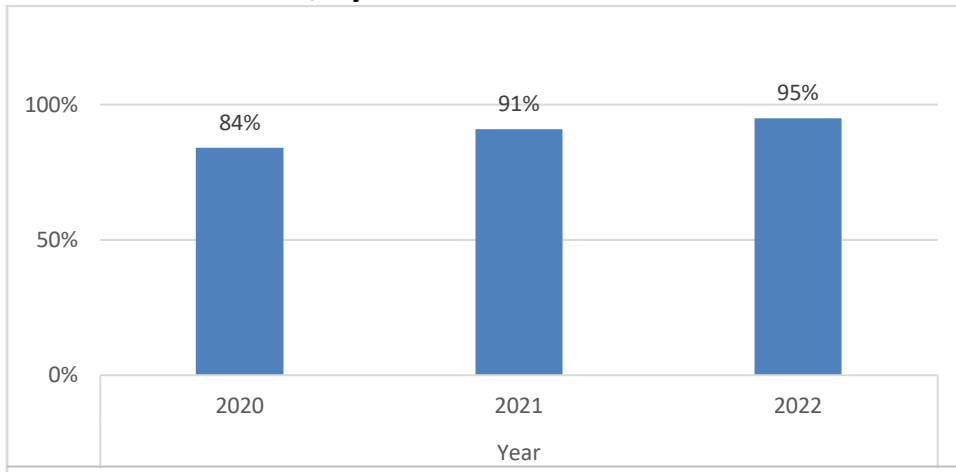
More Providers Successfully Report Each Year

Data collection and submission was new for many CBC providers when reporting began in 2020. 2020 was the first year of the COVID-19 pandemic, which seriously impacted facilities' capacity to adopt new practices and track quality data. Recognizing these challenges, the Council opted to simplify the reporting process

for 2020 and 2021 by asking for a **yes** or **no** on whether facilities had tracked each metric in any manner.

Quality measurement reporting is becoming a standard part of facility operations, and the proportion of providers who have successfully reported has grown in each of the three reporting years (Figure 2). Ninety-five percent of providers submitted at least one metric compared to 90% in 2021 and 84% in 2020.

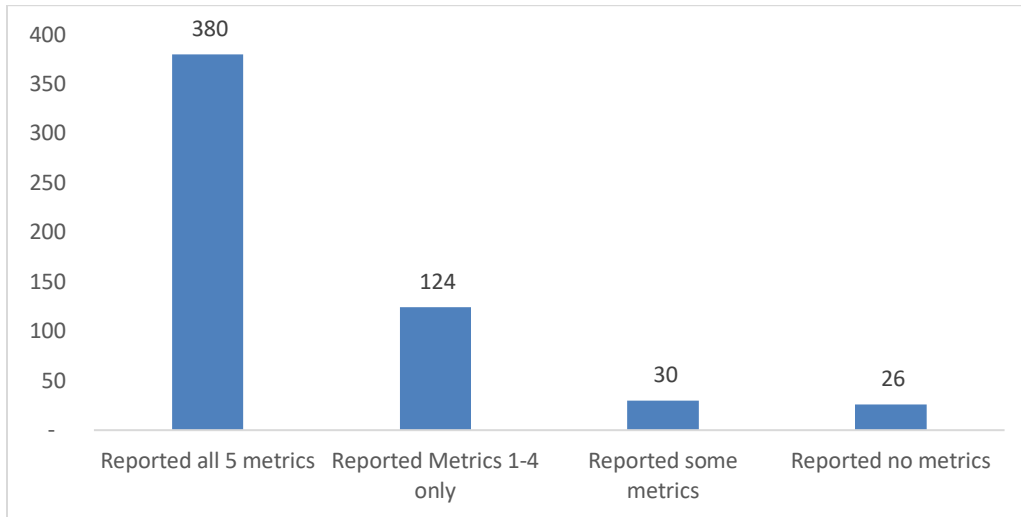
Figure 2. Percent of Facilities that Successfully Reported at Least One Metric, by Year



ODHS staff attribute the increase to two years of practice reporting simplified yes/no data as well as the efforts made by ODHS staff to support providers in reporting. Between June 2022 and March 31, 2023 (the close of 2022 data collection period), the department provided a variety of supports for facilities:

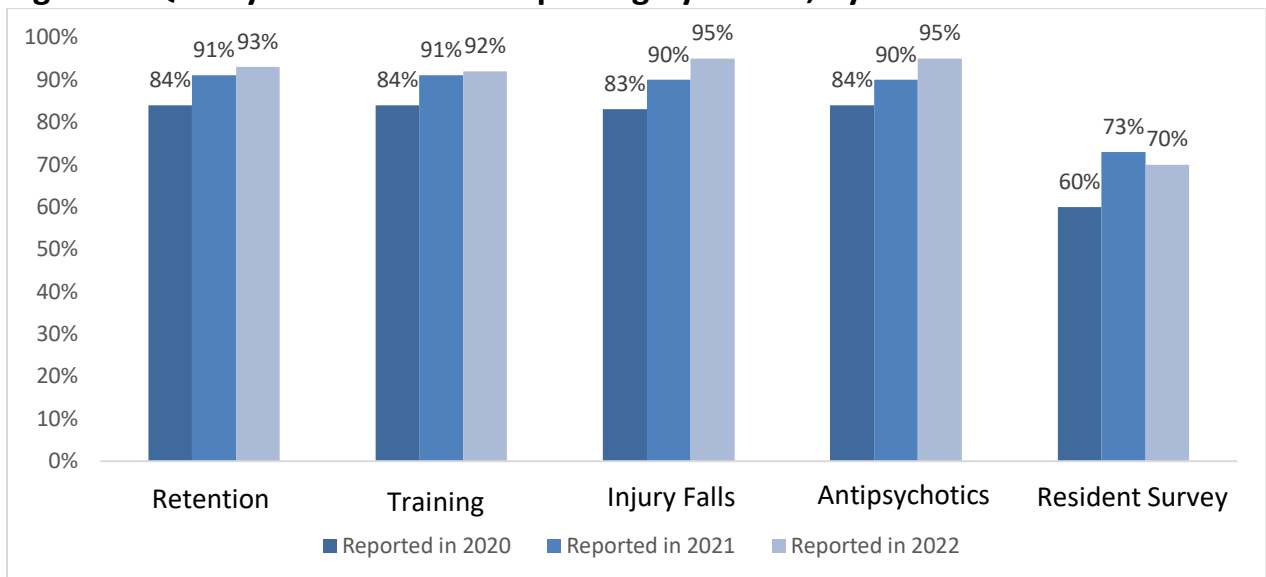
- Regular Provider Alerts sharing program updates and training opportunity reminders as well as reporting timelines
- 16 online webinars
- Easy access to the provider instructional guide and webinar presentation materials through the program website
- Program promotion through Provider Alerts and state trade associations
- Technical assistance from ODHS staff by phone or email
- Multiple reminders from ODHS staff as well as the Oregon Health Care Association to report by email and phone

Figure 3. Number of Facilities Reporting on Multiple Metrics



Most of the facilities that submitted data for only one metric chose metric four (use of antipsychotic medications for nonstandard uses) possibly because it remained a yes or no response and did not require actual data collection. By contrast, metric five (the resident satisfaction survey) was the least frequently reported metric overall (figure 4) and is arguably the most complex because it required the added time and coordination to work with an independent vendor to administer.¹⁰

Figure 4. Quality Measurement Reporting by Metric, by Year



¹⁰ It is possible the 73% of providers answering “yes” to metric 5 (Resident Survey) in 2021 were not all using a CoreQ vendor. In 2020 and 2021, facilities were asked if they were tracking resident satisfaction “in any manner.” The 2022 data requirement specified that the surveys be delivered by an independent CoreQ vendor.

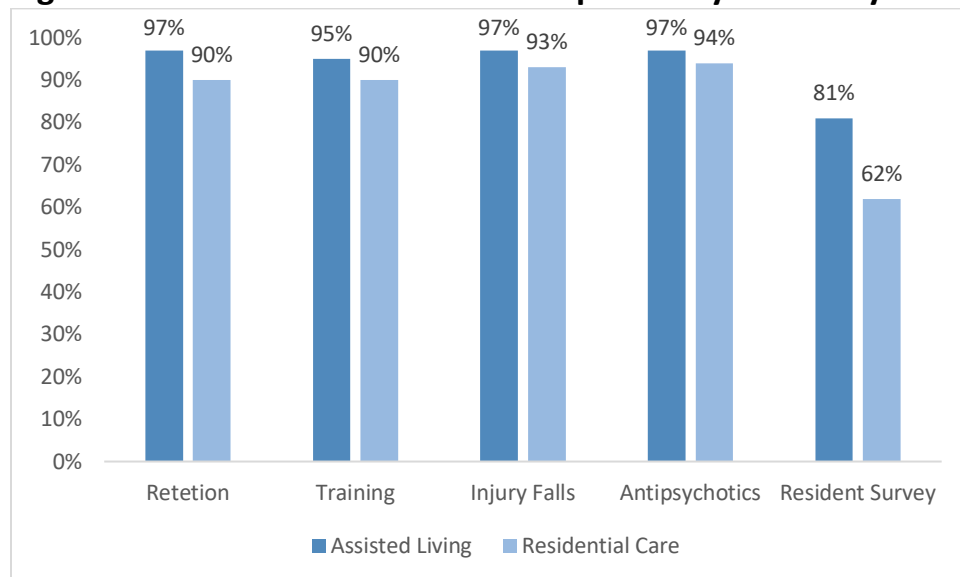
2022 Statewide Reporting Rate by Metric

Twenty-six facilities (5%) did not report any data. Larger and multi-site providers have more staff which allows collecting and reporting more data as compared to smaller facilities. Staffing resources are not the only limitations faced by small facilities. For example, Program staff heard from one administrator at a facility with fewer than 25 beds that they would, “Close this facility if you make me do this. I must go to the library to use a computer.” Some community-based care facilities have a variety of circumstances and barriers to participation that may need creative solutions. The goal of the program is to provide a structure for all facilities to improve performance, including facilities without on-site computer access.

Reporting Rate by License Type: ALF and RCF

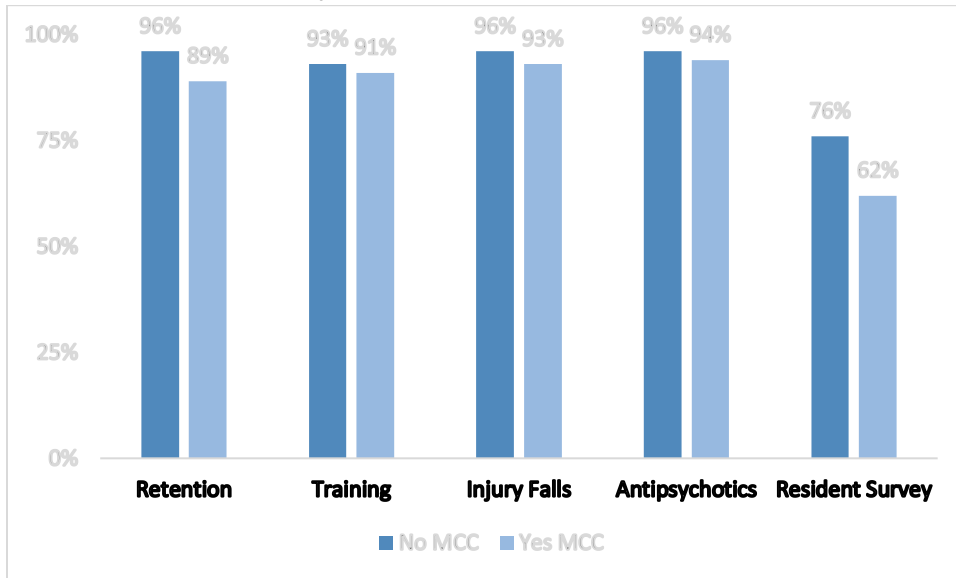
Assisted living and residential care facilities had similar reporting rates for all metrics, except for metric five (resident survey). Only 62% of RCFs reported this metric while 81% of ALFs reported (figure 5). This may be because most MCC facilities are licensed as RCF and fewer MCC residents would be able to participate in the resident survey due to neurocognitive disease.

Figure 5. Percent of Facilities that Reported by Metric by License Type, 2022



The proportion of memory care endorsed facilities (MCC) that reported was about the same rate as the proportion of non-endorsed facilities, except for metric five (resident survey). Only 62% of MCC reported this metric while 76% of non-memory care endorsed facilities reported (Figure 6). This differential was expected as more residents in MCC communities are unable to complete the survey because of reduced cognitive function resulting from a dementia diagnosis. Facilities were instructed that all residents, even those with memory impairment, must complete the survey without assistance.

Figure 6. Percent of Facilities that Reported by Metric by Memory Care Endorsement Status, 2022

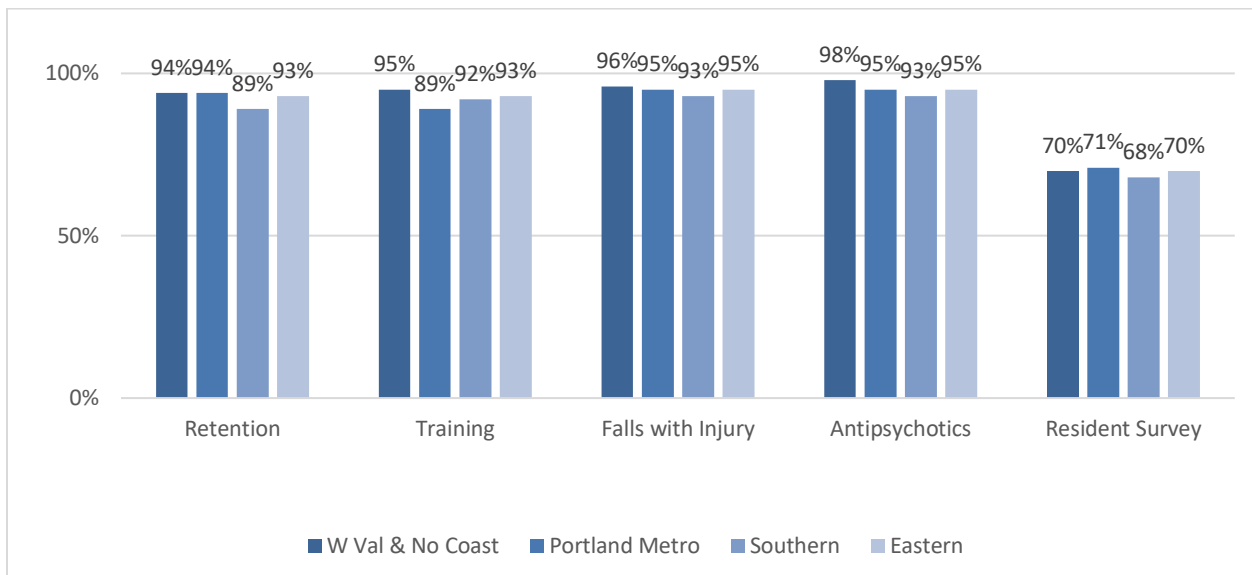


The names of the 534 facilities that reported appear in Appendix E, while the names of the 26 facilities that did not report appears in Appendix C.

Reporting by Region

Reporting rates were similar across the four regions. Reporting rates for all metrics were within five points for all metrics (Figure 7). Future reports will look for regional trends in reporting compliance and responses.

Figure 7. Percent of Facilities that Reported by Metric by Region, 2022



Reporting Requirements Expanded to Numerical Reporting in 2022

Although facilities have been required to track data since 2020, 2022 was the first-year numerical data was collected, a significant step forward for the Program. The Council expanded reporting requirements in 2022 from previous years. Metric 4 (antipsychotics) remained a yes/no because of the time and effort needed to document this medication use. Facilities will report full numerical data for all five metrics in 2023. The table below shows the expanding reporting requirements for providers from 2020 through 2023:

Table 4. Reporting Requirements 2020-2023

Metric	2020 and 2021	2022	2023
Staff Retention	Yes or no: Did you track?	Full calendar year	Full calendar year
Staff Training	Yes or no: Did you track?	October 1 -December 31	Full calendar year
Falls with Injury	Yes or no: Did you track?	October 2022	June through November
Nonstandard use of antipsychotics	Yes or no: Did you track?	Did you track, yes or no?	October
Satisfaction Survey	Yes or no: Did you track?	Once a year, at any time	Once a year, at any time

Program Challenges in 2022

The Program encountered several challenges which delayed work and caused confusion and frustration for assisted living and residential care facilities.

First, the program was unable to use the quality metrics data collection application hosted on the SOQ website. The application was set to collect only yes or no answers, not the numerical data required in 2022. The ODHS Web Application Team reported they did not have sufficient resources to update the tool. Instead, the Program pivoted to an online survey tool, Qualtrics, as an emergency stop gap to assure data were collected. Qualtrics is not designed for this kind of data collection and we intend to use it only once more for 2023.

The web application has a more user-friendly interface than Qualtrics. In addition, the web application helps Providers track which metrics they've submitted. The combination of using a more difficult tool and having to learn a new reporting method (rather than just yes/no) was a frustrating experience for some providers, who shared their confusion and frustration with ODHS staff.

Second, the program coordinator position was finally filled in August 2022 after being vacant for a year. The long vacancy in this position delayed the release of the *Provider Instructional Guide* and other program teaching aids. It also limited the time available to offer provider trainings.

Third, a significant proportion of providers were either not reading or receiving Provider Alerts, ODHS's email listserv for sharing policy updates on regulatory topics, including the QMP. As a result, some providers were unaware of reporting timelines or confused about how to collect and report data. Nine percent of providers (61 individual providers) entered data into the quality measurement web application even though two alerts had been sent explaining the app was out of date and a separate data collection link would be mailed to administrators instead. The Quality Measurement Program needs a robust, web-based tool to meet legislative goals. Ideally, the right tool would make data collection easier and facilitate providing program data to consumers and providers in a format that meets ODHS's accessibility standards. Program staff have identified the following requirements for a successful data collection tool:

- Perform real-time metric calculations for Providers
- Allow providers to log-in with a unique ID
- Verify that data has been received by the Program
- Facilitate data integration with the Department's [Licensed Long-term Care Settings Search](#) website
- Allow providers to both compare their data year-to-year and with other providers

Program Data Must be Easily Available to Meet Legislative Goals

Making the data more easily available will provide Oregonians valuable information concerning the performance of Oregon's community-based care facilities. Program staff recommend posting the quality measurement data as a tab on the [Licensed Long-term Care Settings Search](#) site. Ideally, QMP data would be integrated into the search site the way information on inspections, violations and notices are already integrated.

Quality Metric #1 – Retention of Direct Care Staff

Why Measure Retention of Direct Care Staff?

This metric measures the percentage of direct care staff retained at a facility for a year or longer. Research indicates that retention of staff directly results in better care for residents. Experienced staff are more effective at providing quality care, given their familiarity with residents. As staff become more knowledgeable about residents, they are better able to build caring and trusting relationships and better anticipate and meet residents' needs. Experienced staff also know and understand the practices, policies, and routines of the facility.

Low staff retention poses significant challenges that compromise quality of care and resident well-being in several ways. When staff members leave, it disrupts the relationships and familiarity residents have with their caregivers. This loss of continuity can lead to increased stress, confusion, and emotional distress for residents, particularly those with cognitive impairments or who rely heavily on caregiver support.

Every staff member brings unique knowledge and experience to their role, which contributes to providing personalized care for residents. When experienced staff members leave, their expertise and understanding of individual residents' needs may be lost. New staff members need time to learn about residents' preferences, care plans, and specific requirements, potentially leading to suboptimal care until they are fully acclimated.

During periods of low staff retention, there may be a shortage of adequately trained and competent staff. This can lead to increased workloads and stress on remaining staff, potentially resulting in errors, omissions, or oversights in resident care. Fatigue and reduced morale among staff members can further contribute to an increased risk of errors, potentially compromising resident safety.

Low staff retention necessitates the hiring and training of new employees, which takes time and resources. During periods of staff transition, there may be gaps in staff members' knowledge and competencies, which could impact the quality and consistency of care provided.

With poor staff retention, communication breakdowns may occur, especially during transitions between shifts. Poor communication can lead to misunderstandings, incomplete transfer of information, or missed opportunities to address important resident needs or concerns. Effective care coordination may also be hindered, as

new staff members may not be fully integrated into existing care teams or familiar with established care plans.

Low staff retention rates can negatively impact resident and family satisfaction. Residents may feel unsettled or anxious due to constant changes in their care providers, while families may express concerns about inconsistent care and a lack of familiarity with staff members. Dissatisfaction can lead to decreased trust in the facility and may result in residents and families seeking alternative care options.

Direct care staff provide hands-on personal care services to residents, such as assistance with bathing and dressing, assisting to the bathroom, medications, resident focused activities, meal preparation and much more.

Each facility was asked to report the following data to calculate a percentage of direct care staff retained over the course of 2022:

- 1. The total number of direct care staff who have worked in the facility for one full calendar year, January 1- December 31, 2022**
- 2. The total number of direct care staff employed as of December 31, 2022**

What We Learned About Retention of Direct Care Staff

On average, community-based care facilities only retained half of their direct care staff in 2022. This was true statewide, regardless of facility type or region, making this an important benchmark to monitor for change in future years. The ability to maintain a trained and experienced staff over time increases the ability to deliver quality care and should directly impact the other quality metrics. Staff turnover must be addressed before other meaningful actions can be taken toward quality improvement.

Results: Metric One (Retention)

Retention of direct care staff was around 50% regardless of facility type, endorsement status or geographic region (Table 5). It is important to note that this is not a measure of turnover. While facilities were retaining 50% of their workers over the year, other workers churned in and out, indicating the turnover rate is high.

Data for this metric was reported for the entire year. Reporting in 2023 will also be for the entire year. While we are hopeful that this will enable the Program to see a measurable impact of any interventions, including trainings on how to retain direct

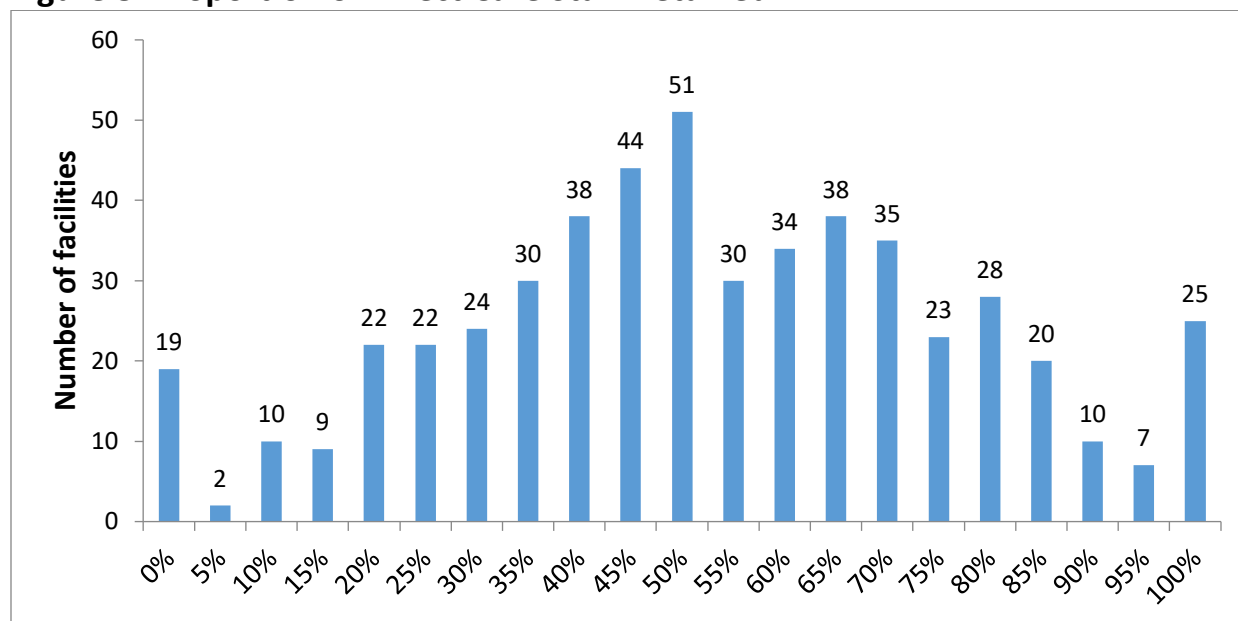
care staff, we recognize that this is a multifaceted problem with no single solution.

Table 5. Direct Care Staff Retention: By License, MCC Endorsement and Region

	# of reporting facilities	% staff retained
All reporting facilities	521	51%
ALF	231	52%
RCF	290	50%
Not endorsed	320	51%
MCC	201	49%
W Valley & N Coast	152	51%
Portland Metro	204	53%
Southern	76	52%
Eastern	89	44%

There was wide variation in direct care staff retention rates among facilities (figure 8). The most common value reported for retention was 50% of staff, and zero and 100% were also reported by many facilities (Figure 8). The clustering of retention rates around zero, 50% and 100% could represent response error; further exploration is required to understand this phenomenon. Also, 53 facilities reported a numerator greater than the denominator for this measure, which was corrected during analysis.

Figure 8. Proportion of Direct Care Staff Retained



Fortunately, there are steps facilities can take to mitigate staff turnover, although they require time, effort, and resources. By offering competitive wages, work-life balance, promoting a positive work environment, investing in staff training and development, and fostering open communication, facilities can enhance staff retention and, in turn, improve resident safety and overall resident well-being.

Key Observations Concerning Metric 1 (Retention of Direct Care Staff)

Half of CBC facilities must replace more than 50% of their staff every year.

The ability to maintain a trained and experienced staff over time increases the ability to deliver services in accordance with quality assurance programs and should directly impact the other quality metrics. Staffing turnover must be addressed before other meaningful actions can be taken toward quality improvement.

The marketplace for direct caregivers was highly competitive before the pandemic. Caregiver burnout caused by the demands of the pandemic further strained the direct caregiver workforce.

Quality Metric #2 – Compliance with Staff Training

Why Measure Compliance with Staff Training?

This metric measures the percentage of staff who complete required trainings within the timeframes described in rule. It is essential to have trained staff for the health and safety of residents. Staff who are well-trained provide residents better care and services and experience greater satisfaction with their jobs.

Training equips caregivers and other staff with the necessary skills and competencies to provide effective care. It ensures they have a solid understanding of resident needs, including assistance with activities of daily living (ADLs), medication management, and specialized care for conditions such as dementia or mobility challenges. Well-trained staff are better prepared to handle unexpected situations, address resident concerns, and deliver care that promotes optimal well-being.

Oregon administrative rules¹¹ outline extensive training requirements that vary depending on whether the staff is designated as **direct care**¹² or **non-direct care**, whether they **work in a MCC endorsed facility** and whether they are a **new hire or experienced**, that is, someone who has completed at least a year of work at the facility. Rules also require facilities to have a system for documenting training of staff, independent of the quality measurement program. Under the rules, facilities must provide basic pre-service training to all staff before they begin regular job duties. Then, caregivers have additional training requirements that must be completed within 30-days of hire. There are also annual in-service training requirements for all staff, that vary depending on the staff's role as direct care or non-direct care.

Each resident has unique preferences, requirements, and service plans. Training ensures staff are prepared to adapt their care approach to meet individual resident needs effectively. It helps them understand the importance of person-centered care, respecting resident autonomy, and promoting dignity.

The Council shortened the 2022 reporting window for staff training compliance from 12 months to the last three months of 2022. This was to accommodate facility

¹¹ OAR 411-054-0070 (2)-(7)

¹² "Direct Care Staff," as defined in OAR 411-065-0005 (25), are facility employees whose primary responsibility is to provide personal care services to residents. These personal care services may include: (a) Medication administration. (b) Resident-focused activities. (c) Assistance with activities of daily living. (d) Supervision and support of residents. (e) Serving meals, but not meal preparation

learning for this metric and to reduce reporting burden, and out of consideration of the ongoing operational burdens stemming from the COVID-19 pandemic.

To calculate **the percentage of staff who completed required trainings on time**, facilities tracked the following information for all staff hired by a facility between October 1 and December 31, 2022:

- The date each staff person was hired.
- Whether the staff is direct care or non-direct care: Universal workers¹³ are considered direct care staff. Activities staff are considered direct care staff.
- The date each staff person completed each element of the required trainings for their role.
- This metric includes both full-time and part-time workers.

What We Learned About Compliance with Training of Staff

Statewide, facilities reported that 63% of direct care staff and 59% of non-direct care staff completed training on time (Table 6). However, it is difficult to draw conclusions from metric two data. The reporting period was abbreviated to the last quarter of 2022, which may have skewed results because hiring can slow in the fourth quarter and pick up in the first.

Table 6. Metric Two (Staff Training) Results

	# of facilities	% direct care staff trained *	# of facilities	% non-direct care staff trained **
All reporting facilities	506	63%	382	59%
ALF	222	65%	192	58%
RCF	284	61%	190	59%
Not endorsed	306	64%	235	59%
MC Endorsed	200	61%	147	58%
W Valley & N Coast	153	66%	113	62%
Portland Metro	191	58%	158	52%
Southern	75	61%	53	61%
Eastern	87	69%	58	68%

**154 facilities reported numerator > denominator; this was corrected.*

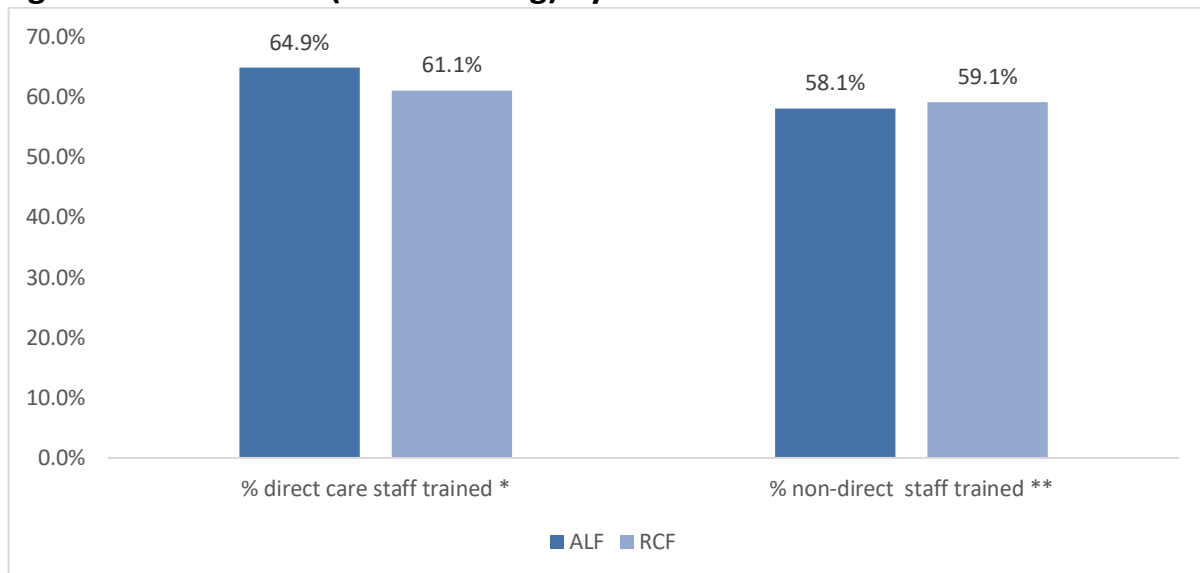
***123 facilities reported numerator > denominator; this was corrected.*

¹³ “Universal Workers”, “as defined in OAR 411-054-0005(84), are facility employees whose assignments include other tasks (i.e., housekeeping, laundry or food service) in addition to direct resident services. Universal workers do not include administrators, clerical or administrative staff, building maintenance staff or licensed nurses who provided services as specified in OAR 411-054-0034.

2022 Training Compliance: By License, MCC Endorsement and Region

Rates of staff training were similar at ALF and RCF facilities. Over 4 in 10 facilities trained all new direct care staff, but almost 1 in 10 had trained none. Seven facilities reported no direct care staff hired or trained. One-hundred and five facilities reported no non-direct care staff trained.

Figure 9. Metric Two (Staff Training) by License



CBC facilities train their own staff, unlike nursing facilities which can hire caregivers who are already trained as certified nurse aides. CBC facilities commit a lot of their limited resources to constantly engage in the hiring and training of new direct care staff. This comes at the expense of building relationships with residents and resident-specific expertise amongst staff.

Key Observations Concerning Metric 2 (Training)

More than one third of direct staff receive did not receive training within the timeframes provided by rule, according to facility reports. This, in combination with low staff retention pose significant barriers to achieving systemic improvements in long-term care.

The 2022 staff training data may be compromised by an abbreviated reporting period. In 2023, data will be collected for 12 months instead of three. Data collected for all of 2023 will provide a more reliable benchmark to monitor systemic improvements in staff training compliance.

Quality Metric #3 – Resident Falls with Injury

Why Measure Resident Falls with Injury?

This metric tracks the number of falls with injury at CBC facilities. The theory behind this metric is that requiring facilities to count falls with injury will focus their attention on why falls are occurring. It is crucial for staff to learn as much as possible about why falls are occurring and to determine what may be done to lessen the impact and severity of falls as much as possible.

For purposes of this metric, a **fall** is defined as any of the following:

- An unintended decent to the floor or other object (sink, table, or other furniture) that results in injury. This includes falls witnessed by staff or reported by a resident.

An **injury** is defined as any of the following:

- Bruise, abrasion or wound requiring simple intervention such as dressing, limb elevation, topical medications, oral pain medications etc.
- Dislocation, fracture, intracranial injury, or laceration that may require splints, sutures, surgery etc.
- A fall where the resident complains of pain or discomfort, even if there is no visible injury.

To calculate this metric, facilities were asked: **During October 2022, what was the:**

1. Total number of residents living in the facility on the last day of October 2022
2. Total number of falls with injury
3. Number of residents who fell once with injury
4. Number of residents who fell more than once with injury

It's important to note that while CBC facilities generally provide a safer environment and offer more support compared to home settings, individual circumstances and resident-specific factors play a significant role in determining the overall risk of falling. Sixty percent of falls happen in the home, 30% occur in public settings, and only 10% occur in a health care center.¹⁴ Falls occur in CBC facilities due to factors such as resident behavior, health conditions, or unanticipated events. Thus, ongoing fall risk assessments, staff education, and continuous quality improvement efforts are essential in maintaining a safe environment and minimizing fall risks for residents in CBC facilities.

¹⁴ Found on internet at https://www.hss.edu/conditions_addressing-falls-prevention-older-adults-understanding.asp

Consumer Recommendation: ODHS recommends consumers discuss data concerning falls with facilities. Different residents require different levels of assistance. Acuity is the intensity of a resident’s care needs; acuity levels of residents can range widely among facilities. The more intense the care needs of the resident population at a facility, the more likely it is that residents at that facility will fall. A higher fall rate at a single facility compared to others doesn’t necessarily mean the care is better or worse.

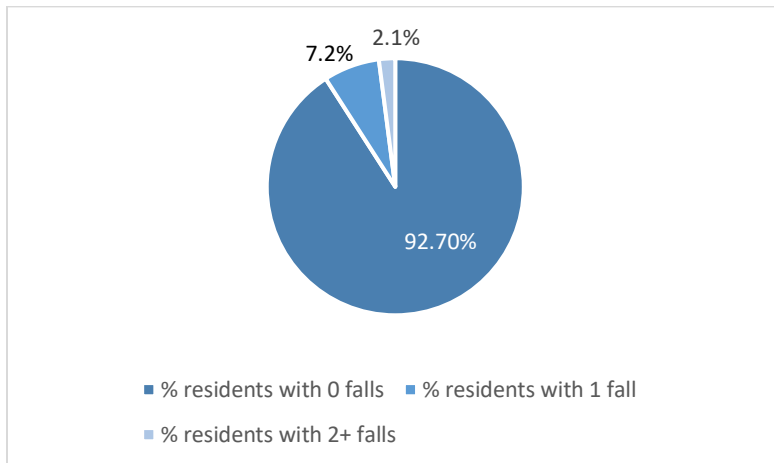
Rather, falls data is a function of both the intensity of resident care needs (acuity) and the quality of care at a facility. To better understand the data, consumers should ask about the intensity of care needs at the facility. Facilities that accept residents with higher intensity care needs may show a higher rate of falls than other facilities. The Quality Measurement Council is exploring metrics relating to resident acuity to provide more detail about injury falls in the future.

What We Learned About Resident Falls with Injury

Out of 560 facilities, 525 (94%) reported data on resident falls with injury. Fewer than one in ten residents of reporting facilities had a fall with injury during the reporting month.

More detailed data showed that 7.2% of residents had one fall with injury in October 2022 (Figure 10), and 2.1% had two or more falls. Statewide, 9.3% of residents had at least one fall with injury during the reporting month. This average summarizes wide variation across facilities: two in ten facilities reported no falls with injury during the reporting month, while one in ten facilities reported more than 25 falls per resident.

Figure 10. Percentage of Residents Experiencing Falls with Injury



To facilitate usability, facility-level information about falls reported in Table 7 and Appendix E includes:

- The percent of residents who had one fall
- The percent of residents who had two falls
- The rate of falls per 100 residents

Rates are used to estimate the occurrence of an event within a given population. In this case the rate indicates how many individual residents we would expect to fall with injury a month per 100 residents. Reporting falls per 100 residents instead of reporting the number of falls during the month at the facility allows readers to make more representative comparisons among facilities than would be possible if falls were reported as the total number at the facility during October. Simply reporting falls during the month would not have accounted for variance in facility size, possibility misrepresenting fall frequency as greater at larger facilities than at smaller facilities. Overall, the statewide rate was 11 falls with injury per every 100 residents per month (Table 7).

Table 7. Metric Three (Injury Falls) Results

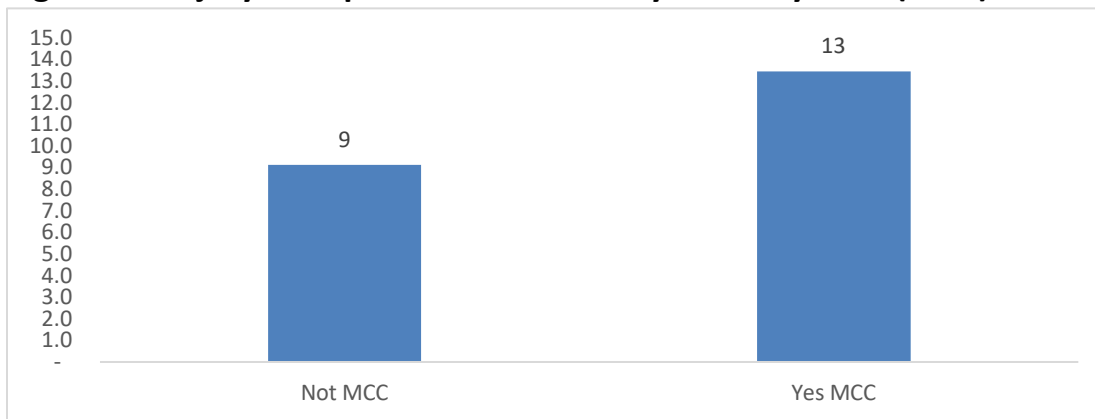
	# of facilities	Falls / 100 Residents*	% residents with 1 fall	% residents with 2+ falls
All reporting facilities	525	11	7	2
ALF	228	10	6	2
RCF	297	12	8	2
Not MCC	318	9	6	2
Yes MCC	207	13	9	3
W Valley & N Coast	154	13	8	2
Portland Metro	203	8	6	2
Southern	78	13	8	2
Eastern	90	11	7	2

* 104 facilities (19.7% of those reporting) reported no falls with injury

There were more reported falls per resident within MCC facilities (13 falls/100 residents/month) compared to non-MCC facilities (10 falls/100 residents/month). This is not a surprise as older adults living with dementia have twice the risk of falling and three times the risk of incurring serious fall-related injuries, compared to

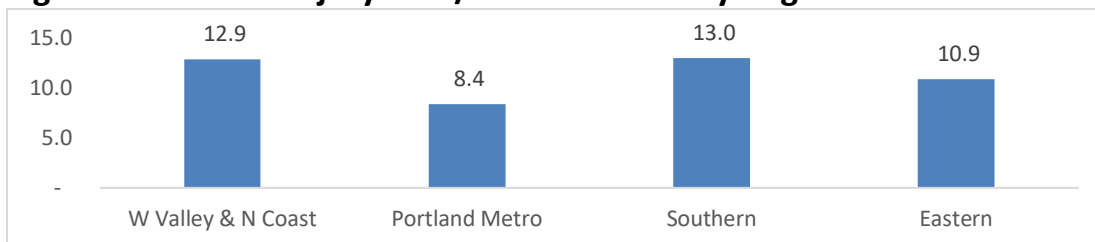
those without dementia.¹⁵ Therefore, we should not conclude from this data point alone that MCC facilities have worse quality of care. RCFs had higher rates of falls (12 falls/100 residents/month) than ALFs (11 falls/100 residents/month). The RCF/ALF difference may be attributable to most MCC facilities being licensed as RCF rather than ALF.

Figure 11. Injury Falls per 100 Residents by Memory Care (MCC) Status



The West Valley & North Coast and Southern regions showed higher rates of falls than the Portland Metro and Eastern regions. Further exploration is required to understand this phenomenon. The regional variation could also be unique to October 2022. Falls data will be tracked for six months in 2023 providing more information about whether regional differences persist.

Figure 12. Rate of Injury Falls/100 Residents by Region



Key Observations Concerning Metric 3

Statewide, 9 percent of residents experienced a fall with injury in October 2022. Not all falls are preventable and not all falls result in injury. Most residents in CBC do not experience falls. Improvement for this metric is partly reliant upon improvements in retention of staff (metric one) and assuring staff receive all required trainings on time (metric two).

¹⁵ Mecca, A. P., & van Dyck, C. H. (2021). Alzheimer's & dementia: the journal of the Alzheimer's Association. *Alzheimer's & dementia: the journal of the Alzheimer's Association*, 17(2), 316.

Quality Metric #4 – Nonstandard Use of Antipsychotic Medications

Why Measure Nonstandard Use of Antipsychotic Medications?

This metric tracks prescriptions of antipsychotic medications for nonstandard uses¹⁶ in CBC facilities. The purpose of this metric is to encourage the appropriate use of antipsychotics, not to discourage all use of antipsychotic medications. There are evidence-based reasons supporting prescribing antipsychotic medications for nonstandard uses for residents.¹⁷ Data is needed to determine the prevalence of nonstandard antipsychotic medication use and to encourage facilities to examine the use of these medications.

There is concern antipsychotic medications are being overused in facilities to calm undesirable behavioral and psychological symptoms of residents with dementia. Thus, the goal is for facilities to ensure antipsychotics are only prescribed following a person-centered assessment and careful consideration of the specific needs of each individual resident, as well as ensuring these medications are used along with strategies other than using medications, such as meaningful activities.

CBC facilities coordinate off-site healthcare services for residents¹⁸, but they do not prescribe medications. Instead, they must contact the resident’s primary care provider to have medications prescribed.

With our simplified reporting for 2022¹⁹, each facility was asked the following question: **Did your facility track antipsychotic medications prescribed for nonstandard uses in some way during 2022, yes or no?**

Data Related to Metric Four

No benchmark count of residents who have prescriptions for antipsychotics for nonstandard uses has been established because the program has not yet collected numerical data. A benchmark will be established in 2023 because providers will report a count of prescriptions rather than a yes/no answer. 2023 data will include regularly scheduled antipsychotics and as needed or PRN antipsychotics.

¹⁶ As used by the QMP, a **nonstandard use** of an antipsychotic medication is an evidence-based use, other than the uses approved by the FDA.

¹⁷ Maglione M, Maher AR, Hu J, et al. *Off-Label Use of Atypical Antipsychotics: An Update*. Rockville (MD): Agency for Healthcare Research and Quality (US); September 2011.

¹⁸ OAR 411-054-0045 (2) ON-SITE AND OFF-SITE HEALTH SERVICES. The facility must assist residents in accessing health care services and benefits to which they are entitled from outside providers. When benefits are no longer available, or if the resident is not eligible for benefits, the facility must provide or coordinate the required services, as defined in facility disclosure information, for residents whose health status is stable and predictable.

¹⁹ For 2023, facilities will report the number of residents who have antipsychotics *prescribed* for nonstandard uses in October.

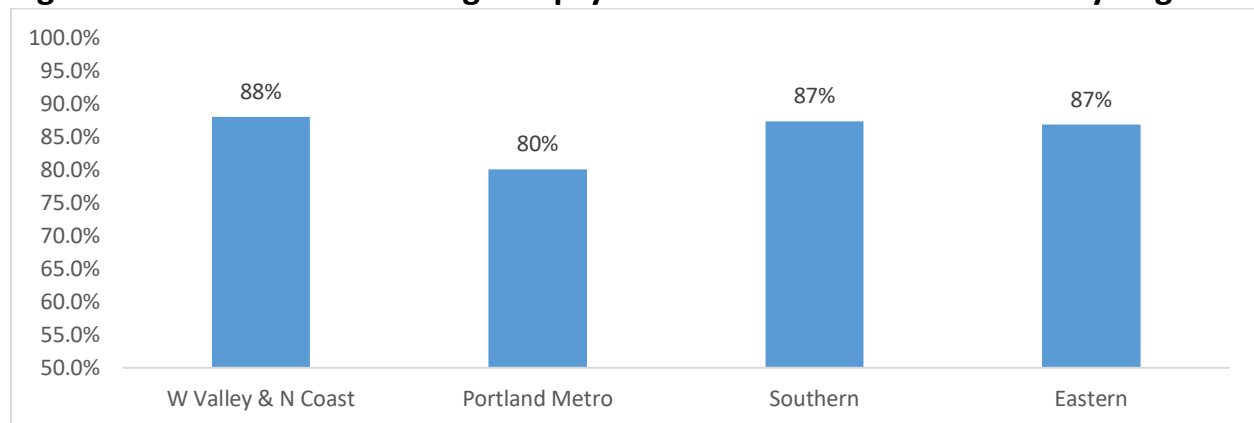
Most facilities report they do track nonstandard uses of antipsychotics. Out of 560 facilities, 534 (95%) reported they tracked antipsychotic medications prescribed for nonstandard uses in 2022.

Table 8. Metric Four (Nonstandard Uses of Antipsychotics) Results

	# of facilities that reported	% facilities that tracked nonstandard antipsychotic use
All reporting facilities	534	85%
ALF	231	85%
RCF	303	84%
Not MCC	323	83%
MCC Endorsement	211	87%
W Valley & N Coast	158	88%
Portland Metro	206	80%
Southern	79	87%
Eastern	91	87%

No significant difference was noted between each licensure type. Regionally, the Portland Metro region reported a significantly lower rate of tracking antipsychotics. Further exploration and additional years of data tracking is required to understand this phenomenon.

Figure 13. % Facilities Tracking Antipsychotics for Nonstandard Uses by Region



Key Observations Concerning Metric 4 (Antipsychotic Medications)

Most facilities have consistently reported they track nonstandard uses of antipsychotic medications over the three years of program reporting.

This is the only metric that remained a yes/no response for 2022. A count of prescriptions for nonstandard uses will be reported for October 2023. With facilities consistently reporting that they are tracking these medications, we anticipate they will be submitting useful data for 2023.

Quality Metric #5 – Resident Satisfaction Survey

Why Measure Resident Satisfaction?

This metric measures resident satisfaction with facility care, services, staff, and meals. Research suggests that high customer satisfaction is directly linked to residents' experiences and quality of care. Conducting a resident survey is an effective way of determining how satisfied residents are with facility care and services.

The Quality Measurement Council adopted the CoreQ questions for assisted living to measure satisfaction for this metric. The survey contains customer satisfaction questions that allow consistent measurement across long-term and post-acute care settings and have been independently tested as valid and reliable.

CoreQ Questionnaires have gained traction and common usage in long-term care. No figures exist regarding how many facilities use the surveys. However, numerous states used the satisfaction scores from CoreQ Surveys. The CoreQ Questionnaires also became the only satisfaction measures endorsed by the National Quality Forum (NQF), the consensus-based entity approving measures at the time.

The survey questions ask residents to rate the overall quality of the facility, staff, care, and food:

1. In recommending this facility to your friends and family, how would you rate it overall?
2. Overall, how would you rate the staff?
3. How would you rate the care you receive?
4. Overall, how would you rate the food?

Questions were answered using this scale:

Poor (1), Average (2), Good (3), Very Good (4), Excellent (5)

Facilities also reported:

1. The number of residents who **received** the survey
2. The number of residents who **returned** the survey
3. The number of residents who **completed** the survey
4. The name of the CoreQ customer satisfaction **vendor** the facility used
5. The **method** for survey administration, i.e., in writing, by phone, in person, online

Survey Administration

Facilities were required to hire an independent vendor approved by the CoreQ organization to protect residents' anonymity. If residents can answer without being identified by the facility, they are more likely to share candid responses. The survey could be administered by writing, by phone, in person, or online. Most facilities administered the survey in writing. No facilities used in-person or online delivery.

All current residents were initially eligible to answer the CoreQ questions. However, residents who meet any of the following criteria were excluded from receiving the CoreQ questionnaire:

- **Dementia** impairing their ability to answer the questionnaire defined as having a BIMS²⁰ score of seven or lower, or MMSE²¹ score of 12 or lower. Not all facilities have information on cognitive function available to help with sample selection. The program instructed providers to assume that those with cognitive impairment will not complete the survey information on cognitive function was not available.
- Have a court-appointed **guardian**
- On **hospice**
- Have been in the facility for less than two weeks

Data Related to Metric 5

Out of the five metrics, the resident satisfaction survey had the lowest reporting compliance from facilities, 63.5% statewide. Reduced reporting compliance was probably due to the change in reporting requirements from 2020 and 2021 reporting.

In 2022, facilities were required to administer the CoreQ questions through an approved CoreQ vendor. In 2020 and 2021, facilities only had to answer the question, "**Did your facility have a resident satisfaction survey conducted sometime in during the year?**" ODHS staff who provided training to providers observed and heard from many facilities that they did not start planning for quality metrics reporting until November 2022 and ran out of time to successfully collect and report resident survey data.

²⁰ The [BIMS](#) (Brief Interview for Mental Status) and [MMSE](#) (Mini Mental Status Exam) are both standard tools to check for cognitive impairment. They are usually administered by a social worker, nurse or other licensed health care professional.

Response Rate

Response rate is the number of responses divided by the number of surveys delivered. Table 9 presents the number of facilities that reported metric 5 numbers, percentages of reporting, and include the responses to the care domain only.

Assisted living facilities were more likely to report metric five data (76%) than residential care facilities (55%). Similarly, non-MCC endorsed facilities were more likely to report (72%) than endorsed facilities (51%). The response rate in MCC endorsed facilities (59%) was lower than that in non-endorsed facilities (65%). Residents in MCCs are less likely to have the ability and volition to complete the survey due to cognitive impairment, contributing to a lower response rate.

Table 9. Metric Five (Resident Satisfaction) Response Rates

	Eligible facilities	Facilities reporting valid data	% reporting valid data	Survey response rate
All reporting facilities	560	337	60%	64%
ALF	237	169	71%	64%
RCF	323	168	52%	64%
Not endorsed	335	231	69%	65%
MC Endorsed	225	106	47%	59%
W Valley & N Coast	162	97	60%	58%
Portland Metro	217	133	61%	60%
Southern	85	50	59%	73%
Eastern	96	57	59%	73%

Metric five data is reported as the percentage of residents who responded **excellent or very good**. Reporting these top two responses is consistent with standard data reporting practices. Specifically, combining response options for the purpose of reporting is a standard practice when two response scale categories are being interpreted similarly.²² Proper design requires each category to have a distinct and clear meaning that does not overlap with other categories. In the CoreQ scale, “average” occupies the second category in the scale while “good” occupies the middle category of the scale; normally, “average” appears in the middle of the scale. Because respondents likely interpreted the good and average

²² P. Grimbeek, F. Bryer, W. Beamish, M. D’Netto, et al., Use of data collapsing strategies to identify latent variables in chp questionnaire data, Stimulating the ‘Action’ as Participants in Participatory Research: Volume 2, 125 (2005).

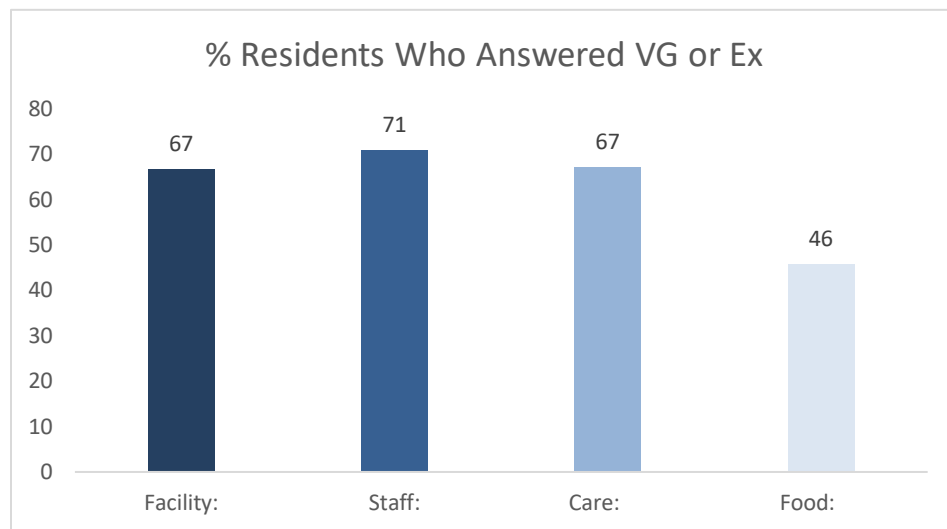
categories in the same way, we chose to collapse the **good** and **average** categories into their own category for reporting.

Advocates for facilities strongly preferred resident responses be reported as a single percentage showing facilities that answered **excellent, very good and good**. Appendix F contains tables presenting the percentage of resident responses in each response category: licensure, MCC endorsement, and regional levels.

What We Learned About Resident Satisfaction

This metric provides direct feedback from the people who live in Oregon’s community-based-care facilities about their perception of the quality of the care they receive. Data collected in 2022 set an important benchmark for resident satisfaction. Overall, residents are similarly satisfied with the facility, staff, and care at their facilities (Figure 14).

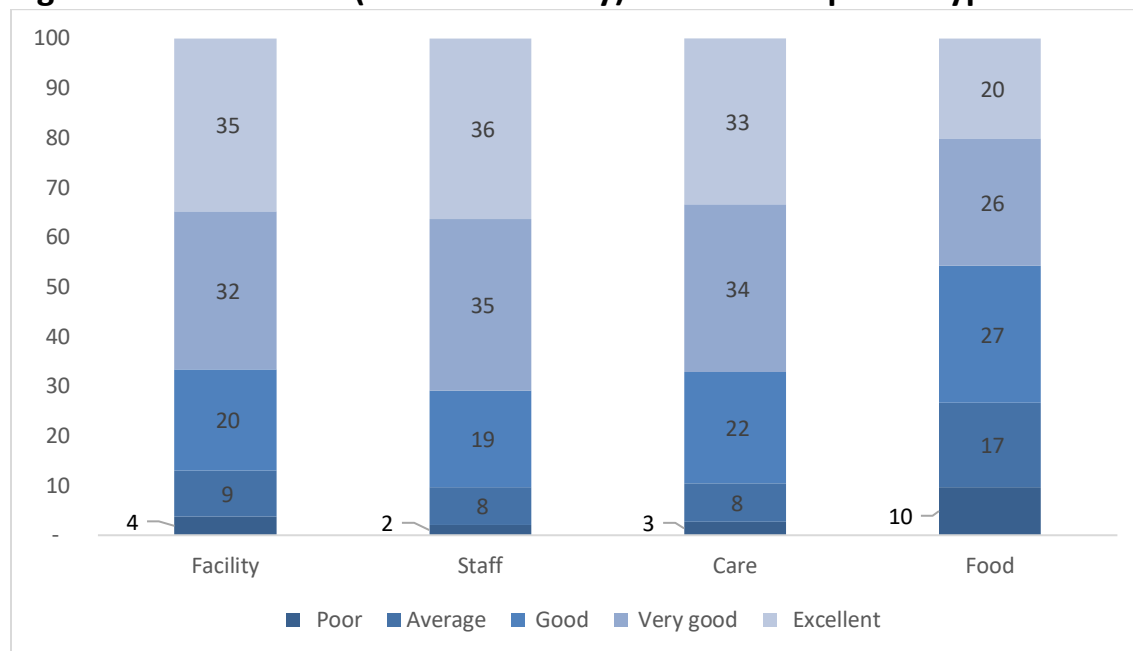
Figure 14. Metric Five (Resident Survey) % Residents Who Answered Very Good or Excellent



Residents are less satisfied with food, as compared to general care. Food had the lowest satisfaction rate with only 46% of residents reporting food as very good or excellent. Low satisfaction with food services is consistent with other statewide data; food complaints are third on the current Oregon Long-Term Care Ombudsman Top Ten Complaints List.²³ There is a wide body of resources available and well-established best practices to support facilities to improve dining services.

²³ Oregon Long-Term Care Ombudsman Website, Top 10 Complaints as of February 7, 2023: <https://drive.google.com/file/d/13usJvJ9JFShE0T1NH1GOPXES29Pz31XK/view?pli=1>

Figure 15. Metric Five (Resident Survey) % for All Response Types



However, low satisfaction with food may be connected to high staff turnover; without staff continuity and well-trained staff who are knowledgeable about each resident’s unique needs, it will be difficult to improve food services. High staff turnover presents in facility dining programs as late service, lack of resident involvement with menu development, frequent complaints, and staff unfamiliar with resident preferences and routines.

Key Observations Concerning Metric 5: Resident Survey

Metric five had the lowest reporting compliance rate percentage at 70%. We suspect this is due to the necessary advance planning needed to contract with a third-party vendor, as required by the program; facilities didn’t contract in time to complete the survey in 2022. Also, memory care communities (MCCs) have a greater challenge than other facilities because residents have significant cognitive impairment. The metric requires that all residents, even those with dementia, complete the survey independently.

Residents are similarly satisfied with the facility, staff, and care at their communities, but reported notably less satisfaction with food services. Food service improvements are largely dependent on improvements in staff retention and staff training.

Conclusion: Looking Forward to 2023

The department expects quality metrics data to prompt positive and useful conversations in residential care and assisted living facilities. Being required to collect and report data exposes facilities to metrics information. This likely results in facilities engaging in conversations with staff, owners, residents, and with the public. Open, honest communication about the barriers to providing a high level of care is critical to improving the quality of care in Oregon's facilities.

To improve care in facilities, it is essential to first identify the things we want to change. This is the key responsibility of the Oregon Quality Measurement Council. The council is also focused on identifying what works well within facilities, so that successful systems and processes will be maintained and protected.

The annual Quality Measurement Report focuses on key topics related to quality care in facilities. This year's report identifies widespread challenges with staff retention, a persistent concern for facilities. To assist facilities with retention, between 2021 and 2023, the state invested \$12 million dollars in long-term care workforce supports that funded efforts to provide:

- Apprentice caregivers
- Professional development for long-term care nurses
- Nurse well-being grants to support nurse retention
- Management training for long-term care leaders

All these interventions have the potential to have a positive impact, not just on staff retention, but in quality of care overall. These interventions are ongoing and being monitored for their effectiveness.

The department congratulates everyone who reported! Oregon's residential care and assisted living facilities are demonstrating commitment to Oregon's community-based care residents - current and future - by being transparent about quality measurement data. Tracking and reporting quality metrics data can lead to improved care in Oregon's long-term care facilities.

Appendix A: Quality Measurement Council Membership

According to ORS 442.447, the Quality Measurement Council must consist of the following nine members:

- One individual representing the Oregon Patient Safety Commission.
- One individual representing residential care facilities or assisted living facilities.
- One consumer representative from an Alzheimer’s advocacy organization.
- One licensed health care practitioner with experience in geriatrics.
- Two individuals associated with academic institutions who have expertise in research data and analytics and community-based care and quality reporting.
- The Long-Term Care Ombudsman or designee.
- One individual representing the Department.
- One direct care worker or a representative of a direct care worker who works in a residential care facility. *(This position was added in SB 703 (2021) and was filled May 2022.)*

Council Members

Sydney E. Edlund, MS Chair

Oregon Patient Safety Commission

Oregon Patient Safety Commission representative

Fred Steele, JD, MPH Vice-Chair

State LTC Ombudsman

Long Term Care Ombudsman

Brenda Connelly President, The Springs Living, Residential care facilities representative

Chris Madden

Alzheimer’s Association, Oregon, and SW Washington, Alzheimer’s advocacy organization representative

Daniel Morris, MS, PhD

Service Employees International Union (SEIU) Local 503 Direct care worker or a representative of a direct care worker who works in a residential care facility

Maureen Nash, MD, MS, FAPA, FACP Providence ElderPlace, Oregon Practitioner with geriatric experience

Ozcan Tunalilar, PhD

Assistant Professor, Institute on Aging, Portland State University, Academic institution representative with expertise in research, community-based care and quality reporting

Sudha Landman, MS

Manager, Community-Based Care, Aging & People with Disabilities, Oregon Department of Human Services, Oregon Department of Human Services representative

Walt Dawson, DPhil

Assistant Professor, Layton Aging and Alzheimer's Disease Center, OHSU Academic institution representative with expertise in research, community-based care and quality reporting

Appendix B: List of Facilities for Which No Data was Received (NDR)

26 facilities (5%) did not report any data. This is a complete list of all facilities where no data was received (NDR).

Facility Name	License Type	Memory Care	Metrics Reporting
ASHLEY MANOR - HEIDI LANE	RCF	No	NDR
ASHLEY MANOR - WELL SPRINGS	RCF	No	NDR
AUTUMN GARDEN HOME RCF LLC	RCF	Yes	NDR
BROOKDALE WILSONVILLE	RCF	No	NDR
COURTYARD AT MT TABOR GARDEN HOUSE	RCF	Yes	NDR
COURTYARD AT MT TABOR PAVILION	RCF	Yes	NDR
FOOTSTEPS AT CARMAN OAKS	RCF	Yes	NDR
GARDENS THE	RCF	Yes	NDR
GOLDEN AGE CENTER INC	RCF	Yes	NDR
HAWTHORNE GARDENS MEMORY CARE COMMUNITY	RCF	Yes	NDR
HAWTHORNE GARDENS SENIOR LIVING COMMUNITY	ALF	No	NDR
HIGH LOOKEE LODGE	ALF	No	NDR
INSPIRED SENIOR LIVING OF HILLSBORO	RCF	Yes	NDR
IUDITAS' MEMORY CARE LIMITED LIABILITY COMPANY	RCF	Yes	NDR
LAUREL PINES RETIREMENT LODGE	RCF	No	NDR
OAK LANE RETIREMENT	RCF	Yes	NDR
PRESTIGE SENIOR LIVING WEST HILLS	ALF	No	NDR
SKYLARK ASSISTED LIVING	ALF	No	NDR
SKYLARK MEMORY CARE	RCF	Yes	NDR
SUNNYSIDE MEADOWS	RCF	Yes	NDR
WEST WIND COURT	RCF	No	NDR
WHITEWOOD GARDENS OF GRESHAM	RCF	Yes	NDR
WHITEWOOD GARDENS OF SALEM	RCF	No	NDR
WILDFLOWER LODGE	RCF	Yes	NDR
WILDFLOWER LODGE ASSISTED LIVING COMMUNITY	ALF	No	NDR
WILLOW CREEK TERRACE	ALF	No	NDR

Appendix C: Facilities Opened or Closed in 2022

These facilities were not required to report quality measurement data because they opened or closed during the reporting year.

NAME	CITY	OPEN DATE	CLOSED DATE
BLUE DIAMOND ESTATES	BANDON	01/09/1985	02/17/2022
GRIFFIN HOUSE LLC THE	TILLAMOOK	10/25/2012	04/06/2022
KILCHIS HOUSE	TILLAMOOK	12/19/1994	02/11/2022
MELODY COURT MEMORY CARE RESIDENCE	PORTLAND	03/01/1984	03/01/2022
MILWAUKIE CARE CENTER	MILWAUKIE	08/30/1992	11/23/2022
NEHALEM BAY HOUSE	NEHALEM	08/06/1998	02/10/2022
TURNER RETIREMENT HOMES	TURNER	01/01/1982	11/18/2022
WILLAMETTE LUTHERAN RETIREMENT COMMUNITY	KEIZER	10/31/1995	12/15/2022
CEDAR SENIOR LIVING	MILWAUKIE	10/11/2022	NA
COMFORT VILLAGE LLC	LA PINE	02/25/2022	NA
KELLY GARDENS RESIDENTIAL CARE	GRESHAM	02/03/2022	NA
LARKSPUR SUPPORTIVE LIVING AT MADRONA GROVE	PORTLAND	06/13/2022	NA
MARQUIS EUGENE ASSISTED LIVING	EUGENE	01/24/2022	NA
MARQUIS EUGENE MEMORY CARE	EUGENE	01/24/2022	NA
SUNSET VILLA	ONTARIO	02/03/2022	NA
VALLEY VIEW ADULT CARE LLC	THE DALLES	07/01/2022	NA

Appendix D: Resources for Consumers

1. [Long-Term Care Ombudsman](#) – An independent state agency that serves long-term care facility residents through complaint investigation, resolution and advocacy for improvement in resident care. You can call toll free 1- 800- 522- 2602 or email at ltco.info@rights.oregon.gov.
2. [Aging and Disability Resource Connection](#) (ADRC) This program can help in finding needed services and supports in your local areas. You can also call toll free 1-855-673- 2372.
3. [Adult Protective Services](#) (APS) Investigates allegations of abuse and suspected abuse in community-based care facilities, adult foster homes or in a private home. Call toll free 1- 855-503-SAFE (**7233**) **if you suspect abuse of any vulnerable adult or child.**
4. [Licensed Long-Term Care Facility Search](#) - This website allows a person to search for a facility in their area and review their compliance history.
5. Licensing Complaint Unit (LCU) – Investigates general licensing complaints within community-based care facilities. They can be contacted by calling **1- 844-503-4773** or email at: licensing.complaint@state.or.us.
6. [Licensed Long-term Care Settings Search](#) - This website allows a person to search for a facility in their area and review their compliance history.
7. [Long-Term Care Referral Agency](#) – Oregon requires registration of referral agents and other individuals who are compensated for referrals to long-term care settings. This website provides a listing of referral agents throughout the state.
8. QualityMetrics.Acuity@dhsosha.state.or.us – Email address for facilities to use when sending questions specific to the Quality Metrics Program or the Acuity-Based Staffing Tool.
9. You can get this document in other languages, large print, braille, or a format you prefer. Contact the Oregon Department of Human Services' Community Based Care Program, Safety, Oversight & Quality at 503-373-2227 or email CBC.TEAM@dhsosha.state.or.us.

Appendix E: Metrics Reported by Facilities

NDR: No data reported (NDR) by this facility for this measure in 2022 / * Indicates a facility with a memory care endorsement (MCC).

Facility	City/License Type (* = MCC)	Metric 1: Direct Care Staff Retention	Metric 2: Direct Care Staff Trained	2: Non-Direct Care Staff Trained	Metric 3: Falls per 100 Residents	Metric 3: % Residents with 1 Fall	Metric 3: % Residents with >1 falls	Metric 4: Track Nonstandard use of antipsychotics?
AAREN BROOKE PLACE	ONTARIO RCF	0%	100%	NA	12.5	12.5%	0.0%	Yes
ACKERLY AT SHERWOOD THE	SHERWOOD RCF	19%	25%	33%	-	0.0%	0.0%	No
ACKERLY AT SHERWOOD MEMORY CARE THE	SHERWOOD RCF*	23%	27%	24%	7.7	7.7%	3.8%	No
ACKERLY AT TIMBERLAND THE	PORTLAND ALF	56%	100%	0%	4.8	0.0%	4.8%	Yes
ACKERLY MEMORY CARE THE	PORTLAND RCF*	43%	DNR	DNR	33.3	0.0%	5.6%	Yes
ADAMS HOUSE ASSISTED LIVING	MYRTLE CREEK ALF	55%	100%	100%	3.0	3.0%	0.0%	Yes
ADARA OAKS LIVING	GRESHAM RCF	72%	36%	100%	9.8	9.8%	0.0%	Yes
ADVOCATE CARE	PORTLAND RCF	48%	100%	NA	12.5	3.1%	3.1%	No
ALDERWOOD ALF	CENTRAL POINT ALF	40%	75%	0%	13.2	7.5%	1.9%	Yes
ALPINE HOUSE ASSISTED LIVING	JOSEPH ALF	92%	DNR	DNR	-	0.0%	0.0%	Yes
AMBER SENIOR LIVING THE	CLATSKANIE ALF	94%	25%	40%	-	0.0%	0.0%	No
APPLEGATE HOUSE OF GRANTS PASS	GRANTS PASS RCF	DNR	0%	NA	33.3	16.7%	8.3%	Yes
APPLEGATE PLACE	SUTHERLIN ALF	36%	0%	0%	15.4	15.4%	0.0%	No
ARBOR AT AVAMERE COURT THE	KEIZER RCF*	21%	50%	100%	16.3	14.0%	2.3%	Yes
ARBOR HOUSE OF GRANTS PASS	GRANTS PASS RCF*	DNR	0%	NA	9.1	9.1%	0.0%	Yes
ARBOR OAKS TERRACE MEMORY CARE RESIDENCE	NEWBERG RCF*	100%	21%	8%	2.3	2.3%	0.0%	Yes
ARBOR SENIOR LIVING	PORTLAND RCF*	0%	81%	25%	-	0.0%	0.0%	No
ARCADIA SENIOR LIVING	PORTLAND ALF	21%	86%	0%	5.6	5.6%	0.0%	Yes
ASCOT PARK SENIOR LIVING	EUGENE RCF*	DNR	100%	100%	-	0.0%	0.0%	Yes
ASHLEY MANOR - ALAMEDA	ONTARIO RCF	80%	0%	NA	28.6	0.0%	0.0%	Yes

Facility	City/License Type (*MCC)	Metric 1: Direct Care Staff Retention	Metric 2: Direct Care Staff Trained	2: Non-Direct Care Staff Trained	Metric 3: Falls per 100 Residents	Metric 3: % Residents with 1 Fall	Metric 3: % Residents with >1 falls	Metric 4: Track Nonstandard use of antipsychotics?
ASHLEY MANOR - ANIQUE	GRANTS PASS RCF	40%	75%	NA	-	0.0%	0.0%	Yes
ASHLEY MANOR - ARROWHEAD	MEDFORD RCF	0%	0%	NA	RNV	RNV	RNV	Yes
ASHLEY MANOR - ATHENS	PENDLETON RCF	0%	100%	NA	9.1	9.1%	0.0%	Yes
ASHLEY MANOR - BROOKHURST	MEDFORD RCF	0%	67%	NA	-	0.0%	0.0%	Yes
ASHLEY MANOR - CONNERS	BEND RCF	17%	67%	NA	33.3	11.1%	11.1%	Yes
ASHLEY MANOR - HEIDI LANE	GRANTS PASS RCF	DNR	DNR	DNR	DNR	DNR	DNR	DNR
ASHLEY MANOR - HOMEDALE	KLAMATH FALLS RCF	0%	40%	NA	8.3	8.3%	0.0%	Yes
ASHLEY MANOR - LUND LANE	BAKER CITY RCF	14%	14%	NA	-	0.0%	0.0%	Yes
ASHLEY MANOR - MEADOW LAKES	PRINEVILLE RCF	0%	50%	NA	7.1	0.0%	7.1%	Yes
ASHLEY MANOR - OAK	MADRAS RCF	0%	67%	NA	14.3	14.3%	0.0%	Yes
ASHLEY MANOR - PACIFIC HEIGHTS	HOOD RIVER RCF	17%	75%	NA	-	0.0%	0.0%	Yes
ASHLEY MANOR - RIMROCK	REDMOND RCF	0%	100%	NA	-	0.0%	0.0%	Yes
ASHLEY MANOR - ROSEBURG	ROSEBURG RCF	0%	100%	NA	9.1	9.1%	0.0%	Yes
ASHLEY MANOR - SAGE	HERMISTON RCF	8%	40%	NA	3.3	3.3%	0.0%	Yes
ASHLEY MANOR - SHASTA	BURNS RCF	0%	20%	NA	28.6	28.6%	0.0%	Yes
ASHLEY MANOR - WELL SPRINGS	ONTARIO RCF	DNR	DNR	DNR	DNR	DNR	DNR	DNR
ASPEN RIDGE MEMORY CARE	BEND RCF*	53%	100%	100%	8.6	8.6%	0.0%	Yes
ASPEN RIDGE RETIREMENT COMMUNITY	BEND ALF	53%	80%	94%	7.1	7.1%	0.0%	Yes
ASPENS THE	HINES ALF	64%	100%	NA	2.9	2.9%	0.0%	Yes
ASSUMPTION VILLAGE	PORTLAND ALF	41%	19%	40%	8.2	2.7%	2.7%	No
ASTOR PLACE	ASTORIA ALF	46%	50%	50%	-	0.0%	0.0%	No
ATRIUM AT FLAGSTONE THE	THE DALLES RCF*	21%	100%	100%	25.9	22.2%	3.7%	Yes
ATRIUM AT MCLOUGHLIN PLACE THE	OREGON CITY RCF*	56%	100%	50%	13.9	8.3%	2.8%	Yes
AUTUMN GARDEN HOME RCF LLC	PORTLAND RCF*	DNR	DNR	DNR	DNR	DNR	DNR	DNR

Facility	City/License Type (*MCC)	Metric 1: Direct Care Staff Retention	Metric 2: Direct Care Staff Trained	2: Non-Direct Care Staff Trained	Metric 3: Falls per 100 Residents	Metric 3: % Residents with 1 Fall	Metric 3: % Residents with >1 falls	Metric 4: Track Nonstandard use of antipsychotics?
AUTUMN HOUSE OF GRANTS PASS	GRANTS PASS RCF*	DNR	0%	NA	-	0.0%	0.0%	Yes
AVALON RESIDENTIAL CARE CENTER PORTLAND	PORTLAND RCF	50%	20%	NA	-	0.0%	0.0%	Yes
AVAMERE AT ALBANY	ALBANY ALF	67%	44%	12%	7.1	7.1%	0.0%	Yes
AVAMERE AT BETHANY	PORTLAND RCF*	39%	0%	NA	5.0	0.0%	0.0%	Yes
AVAMERE AT BETHANY ASSISTED LIVING FACILITY	PORTLAND ALF	42%	0%	0%	6.3	6.3%	0.0%	Yes
AVAMERE AT CASCADIA VILLAGE	SANDY ALF	60%	86%	100%	2.1	2.1%	0.0%	Yes
AVAMERE AT CHESTNUT LANE	GRESHAM ALF	64%	75%	86%	8.3	8.3%	0.0%	Yes
AVAMERE AT HERMISTON	HERMISTON ALF	50%	67%	NA	17.0	13.2%	3.8%	Yes
AVAMERE AT HILLSBORO	HILLSBORO RCF*	29%	75%	20%	11.8	11.8%	0.0%	Yes
AVAMERE AT HILLSBORO ASSISTED LIVING FACILITY	HILLSBORO ALF	29%	75%	20%	1.6	0.0%	0.0%	Yes
AVAMERE AT NEWBERG	NEWBERG RCF*	23%	25%	18%	-	0.0%	0.0%	No
AVAMERE AT OAK PARK	ROSEBURG ALF	53%	6%	5%	-	0.0%	0.0%	No
AVAMERE AT PARK PLACE	PORTLAND ALF	70%	60%	80%	4.3	4.3%	0.0%	Yes
AVAMERE AT SANDY	SANDY RCF*	55%	67%	NA	12.5	12.5%	0.0%	Yes
AVAMERE AT SANDY ASSISTED LIVING FACILITY	SANDY ALF	74%	0%	67%	10.4	10.4%	0.0%	Yes
AVAMERE AT SEASIDE RESIDENTIAL CARE FACILITY	SEASIDE RCF*	83%	DNR	DNR	4.3	4.3%	0.0%	Yes
AVAMERE AT SHERWOOD	SHERWOOD RCF*	67%	50%	67%	12.5	0.0%	4.2%	Yes
AVAMERE AT SHERWOOD ASSISTED LIVING FACILITY	SHERWOOD ALF	81%	8%	40%	9.1	4.5%	4.5%	Yes
AVAMERE AT ST HELENS	SAINT HELENS RCF*	82%	18%	NA	8.3	8.3%	0.0%	Yes
AVAMERE AT WATERFORD ASSISTED LIVING FACILITY	MEDFORD ALF	46%	100%	100%	1.7	1.7%	0.0%	No
AVAMERE COURT AT KEIZER RCF	KEIZER RCF	46%	100%	NA	-	0.0%	0.0%	No

Facility	City/License Type (* =MCC)	Metric 1: Direct Care Staff Retention	Metric 2: Direct Care Staff Trained	2: Non-Direct Care Staff Trained	Metric 3: Falls per 100 Residents	Metric 3: % Residents with 1 Fall	Metric 3: % Residents with >1 falls	Metric 4: Track Nonstandard use of antipsychotics?
AVAMERE LIVING AT NEWBERG	NEWBERG ALF	23%	18%	100%	2.0	2.0%	0.0%	No
AVAMERE LIVING AT ST HELENS	SAINT HELENS ALF	50%	13%	13%	-	0.0%	0.0%	Yes
AVEENA MEMORY CARE	DAMASCUS RCF*	50%	38%	0%	16.7	41.7%	8.3%	No
AWBREY PLACE	BEND ALF	24%	100%	100%	36.4	27.3%	9.1%	Yes
AWBREY PLACE MEMORY CARE	BEND RCF*	24%	92%	100%	38.1	19.0%	9.5%	Yes
AZALEA GARDENS SENIOR LIVING	BROOKINGS ALF*	88%	38%	33%	15.2	12.1%	3.0%	Yes
BARBUR VISTA RESIDENTIAL CARE	PORTLAND RCF	81%	28%	22%	-	0.0%	0.0%	Yes
BARTLETT HOUSE OF MEDFORD MEMORY CARE COMMUNITY	MEDFORD RCF*	90%	0%	NA	-	0.0%	0.0%	Yes
BATTLE CREEK MEMORY CARE	SALEM RCF*	33%	100%	100%	12.1	12.1%	0.0%	Yes
BAYBERRY COMMONS ASSISTED LIVING	SPRINGFIELD ALF	100%	0%	0%	-	1.9%	1.9%	Yes
BAYBERRY COMMONS MEMORY CARE	SPRINGFIELD RCF*	13%	0%	NA	-	0.0%	0.0%	Yes
BAYSIDE TERRACE ASSISTED LIVING	COOS BAY ALF	46%	73%	87%	17.1	2.4%	4.9%	Yes
BAYSIDE TERRACE MEMORY CARE	COOS BAY RCF*	62%	18%	100%	40.9	13.6%	0.0%	Yes
BEAR CREEK MEMORY CARE LLC	MOLALLA RCF*	39%	70%	50%	5.9	5.9%	0.0%	Yes
BETTER LIVING RCF	PORTLAND RCF	50%	86%	NA	5.6	5.6%	0.0%	No
BLUE HAVEN MEMORY CARE - DALLAS	DALLAS RCF*	54%	100%	NA	6.7	6.7%	0.0%	Yes
BLUE HAVEN MEMORY CARE - INDEPENDENCE	INDEPENDENCE RCF*	10%	57%	DNR	-	0.0%	0.0%	Yes
BONAVENTURE OF ALBANY ASSISTED LIVING	ALBANY ALF	2%	38%	NA	5.6	1.9%	3.7%	Yes

Facility	City/License Type (*MCC)	Metric 1: Direct Care Staff Retention	Metric 2: Direct Care Staff Trained	2: Non-Direct Care Staff Trained	Metric 3: Falls per 100 Residents	Metric 3: % Residents with 1 Fall	Metric 3: % Residents with >1 falls	Metric 4: Track Nonstandard use of antipsychotics?
BONAVENTURE OF ALBANY MEMORY CARE	ALBANY RCF*	7%	42%	NA	25.0	20.0%	5.0%	Yes
BONAVENTURE OF GRESHAM ASSISTED LIVING	GRESHAM ALF	42%	100%	NA	3.4	3.4%	0.0%	No
BONAVENTURE OF GRESHAM MEMORY CARE	GRESHAM RCF*	6%	100%	NA	26.3	21.1%	5.3%	No
BONAVENTURE OF KEIZER ASSISTED LIVING	KEIZER ALF	9%	100%	100%	11.4	5.7%	2.9%	Yes
BONAVENTURE OF KEIZER MEMORY CARE	KEIZER RCF*	25%	43%	58%	-	0.0%	0.0%	Yes
BONAVENTURE OF MEDFORD ASSISTED LIVING	MEDFORD ALF	100%	100%	DNR	18.2	9.1%	4.5%	Yes
BONAVENTURE OF MEDFORD MEMORY CARE	MEDFORD RCF*	17%	33%	100%	26.3	15.8%	10.5%	Yes
BONAVENTURE OF SALEM ASSISTED LIVING	SALEM ALF	40%	100%	100%	5.4	5.4%	0.0%	Yes
BONAVENTURE OF SALEM MEMORY CARE	SALEM RCF*	50%	20%	15%	9.1	9.1%	0.0%	Yes
BONAVENTURE OF TIGARD ASSISTED LIVING	TIGARD ALF	15%	100%	100%	12.2	2.4%	4.9%	Yes
BONAVENTURE OF TIGARD MEMORY CARE	TIGARD RCF*	0%	50%	0%	9.5	9.5%	0.0%	Yes
BOONE RIDGE MEMORY CARE	SALEM RCF*	59%	100%	DNR	12.5	10.4%	2.1%	Yes
BOONE RIDGE SENIOR LIVING COMMUNITY	SALEM ALF	30%	100%	100%	3.2	11.6%	0.0%	Yes
BRIDGE ASSISTED LIVING THE	GRANTS PASS ALF	51%	16%	DNR	9.7	9.7%	0.0%	Yes
BRIDGECREEK MEMORY CARE	LEBANON RCF*	42%	50%	50%	8.9	4.4%	2.2%	Yes
BRIDGEWOOD RIVERS ASSISTED LIVING	ROSEBURG ALF	63%	13%	0%	15.2	0.0%	3.0%	Yes

Facility	City/License Type (*MCC)	Metric 1: Direct Care Staff Retention	Metric 2: Direct Care Staff Trained	2: Non-Direct Care Staff Trained	Metric 3: Falls per 100 Residents	Metric 3: % Residents with 1 Fall	Metric 3: % Residents with >1 falls	Metric 4: Track Nonstandard use of antipsychotics?
BRIGHTCREEK AT SEA VIEW	BROOKINGS RCF*	54%	50%	67%	13.8	13.8%	0.0%	Yes
BROOKDALE BEAVERTON	BEAVERTON RCF*	86%	0%	0%	12.2	12.2%	0.0%	Yes
BROOKDALE BEND	BEND RCF*	60%	100%	100%	8.3	8.3%	0.0%	Yes
BROOKDALE FOREST GROVE	FOREST GROVE RCF	33%	59%	100%	3.7	3.7%	0.0%	Yes
BROOKDALE GEARY STREET	ALBANY ALF	44%	55%	52%	-	0.0%	0.0%	Yes
BROOKDALE GEARY STREET MEMORY CARE	ALBANY RCF*	44%	47%	52%	3.4	3.4%	0.0%	Yes
BROOKDALE MCMINNVILLE CITY CENTER	MCMINNVILLE ALF	48%	83%	100%	2.5	2.5%	2.5%	Yes
BROOKDALE MCMINNVILLE CITY CENTER MEMORY CARE	MCMINNVILLE RCF*	48%	100%	NA	-	0.0%	0.0%	Yes
BROOKDALE MCMINNVILLE TOWN CENTER	MCMINNVILLE RCF	64%	100%	100%	7.4	7.4%	0.0%	Yes
BROOKDALE MEDFORD	MEDFORD RCF	77%	41%	30%	4.5	15.2%	7.6%	Yes
BROOKDALE MT HOOD	GRESHAM RCF	33%	88%	100%	1.6	1.6%	0.0%	Yes
BROOKDALE NEWBERG	NEWBERG ALF	38%	100%	100%	-	0.0%	0.0%	Yes
BROOKDALE ONTARIO	ONTARIO RCF	82%	71%	67%	5.7	5.7%	0.0%	Yes
BROOKDALE OSWEGO SPRINGS - PORTLAND	PORTLAND ALF	63%	50%	100%	-	0.0%	0.0%	Yes
BROOKDALE REDMOND ASSISTED LIVING	REDMOND ALF	50%	100%	100%	6.3	6.3%	0.0%	Yes
BROOKDALE REDMOND CLARE BRIDGE	REDMOND RCF*	50%	100%	100%	7.4	7.4%	0.0%	Yes
BROOKDALE RIVER ROAD	KEIZER ALF	69%	100%	33%	1.9	1.9%	0.0%	Yes
BROOKDALE RIVER VALLEY TUALATIN	TUALATIN RCF*	60%	67%	63%	5.0	5.0%	0.0%	Yes
BROOKDALE ROSE VALLEY SCAPPOOSE	SCAPPOOSE ALF	65%	67%	50%	6.0	6.0%	0.0%	Yes
BROOKDALE ROSEBURG	ROSEBURG RCF*	61%	100%	NA	3.3	1.7%	1.7%	Yes

Facility	City/License Type (*MCC)	Metric 1: Direct Care Staff Retention	Metric 2: Direct Care Staff Trained	2: Non-Direct Care Staff Trained	Metric 3: Falls per 100 Residents	Metric 3: % Residents with 1 Fall	Metric 3: % Residents with >1 falls	Metric 4: Track Nonstandard use of antipsychotics?
BROOKDALE SALEM	SALEM RCF*	100%	5%	11%	29.8	24.6%	5.3%	Yes
BROOKDALE TROUTDALE	TROUTDALE RCF*	62%	88%	DNR	19.2	17.3%	3.8%	No
BROOKDALE WILSONVILLE	WILSONVILLE RCF	DNR	DNR	DNR	DNR	DNR	DNR	DNR
BROOKSIDE MEMORY CARE	TIGARD RCF*	53%	34%	0%	-	0.0%	0.0%	Yes
BROOKSIDE PLACE	REDMOND ALF	27%	20%	50%	3.8	3.8%	0.0%	Yes
BROOKSTONE ALZHEIMER'S SPECIAL CARE CENTER	SALEM RCF*	76%	100%	100%	32.1	9.4%	0.0%	Yes
BUTTE THE	GRESHAM RCF	37%	67%	100%	3.8	3.8%	0.0%	Yes
CALLAHAN COURT MEMORY CARE COM	ROSEBURG RCF*	48%	100%	NA	13.0	8.7%	2.2%	Yes
CALLAHAN VILLAGE ASSISTED LIVING	ROSEBURG ALF	59%	100%	100%	28.8	16.9%	11.9%	Yes
CANFIELD PLACE RETIREMENT COMMUNITY	BEAVERTON ALF	61%	100%	20%	6.0	4.8%	1.2%	Yes
CANYON RIM ASSISTED LIVING	MAUPIN ALF	63%	100%	NA	-	0.0%	0.0%	Yes
CAPITAL MANOR RETIREMENT COMMUNITY	SALEM RCF*	83%	100%	NA	5.4	5.4%	0.0%	Yes
CARRIAGE PLACE	PRINEVILLE RCF*	47%	100%	NA	-	0.0%	0.0%	Yes
CASCADE AIDS PROJECT / OUR HOUSE OF PORTLAND	PORTLAND RCF	81%	100%	NA	-	0.0%	0.0%	Yes
CASCADE PARK RETIREMENT CENTER	WOODBURN RCF	29%	25%	60%	11.1	5.6%	5.6%	No
CASCADE VALLEY ASSISTED LIVING	MILTON REEWATER ALF	68%	8%	0%	7.0	4.7%	2.3%	Yes
CASCADE VALLEY MEMORY CARE	MILTON REEWATER RCF*	100%	4%	20%	9.3	7.0%	2.3%	Yes
CASCADES OF BEND RETIREMENT COMMUNITY	BEND RCF	66%	15%	19%	15.8	15.8%	0.0%	Yes
CASCADES OF GRANTS PASS -	GRANTS PASS	62%	100%	50%	14.3	14.3%	0.0%	Yes

Facility	City/License Type (*MCC)	Metric 1: Direct Care Staff Retention	Metric 2: Direct Care Staff Trained	2: Non-Direct Care Staff Trained	Metric 3: Falls per 100 Residents	Metric 3: % Residents with 1 Fall	Metric 3: % Residents with >1 falls	Metric 4: Track Nonstandard use of antipsychotics?
THE POINTE	RCF*							
CASCADES OF GRANTS PASS - THE VILLAGE	GRANTS PASS ALF	52%	100%	100%	11.9	4.8%	7.1%	Yes
CASCADES OF STAYTON	STAYTON ALF	64%	50%	100%	3.7	3.7%	0.0%	No
CEDAR CREST ALZHEIMER SPECIAL CARE CENTER	TUALATIN RCF*	58%	13%	25%	5.7	5.7%	0.0%	Yes
CEDAR VILLAGE ASSISTED LIVING COMMUNITY	SALEM ALF	65%	100%	NA	14.5	6.5%	8.1%	Yes
CEDAR VILLAGE MEMORY CARE COMMUNITY	SALEM RCF*	73%	100%	NA	31.8	9.1%	22.7%	Yes
CELIA'S HOUSE IN HOLMES PARK	MEDFORD RCF	50%	33%	100%	-	0.0%	0.0%	No
CHANTELE'S LOVING TOUCH MEMORY CARE	SUTHERLIN RCF*	50%	7%	DNR	2.2	2.2%	0.0%	Yes
CHATEAU GARDENS MEMORY CARE COMMUNITY	SPRINGFIELD RCF*	DNR	50%	0%	13.0	13.0%	0.0%	Yes
CHERRY BLOSSOM COTTAGE	PORTLAND RCF	39%	100%	100%	14.8	3.7%	3.7%	Yes
CHERRY PARK PLAZA	TROUTDALE RCF*	44%	86%	100%	-	0.0%	0.0%	No
CHERRYWOOD MEMORY CARE - REVERE COURT	MCMINNVILLE RCF*	53%	56%	NA	4.3	4.3%	0.0%	Yes
CHINOOK PLACE	MADRAS ALF	22%	100%	0%	-	0.0%	0.0%	Yes
CHINOOK PLACE MEMORY CARE	MADRAS RCF*	22%	100%	NA	18.2	18.2%	0.0%	Yes
CHURCHILL ESTATES ASSISTED LIVING	EUGENE ALF	57%	10%	DNR	5.6	11.1%	2.8%	Yes
CHURCHILL RETIREMENT ASSISTED LIVING	EUGENE ALF*	18%	47%	NA	18.4	42.1%	13.2%	Yes
CLACKAMAS VIEW SENIOR LIVING - MILWAUKIE	MILWAUKIE RCF	67%	100%	100%	8.3	8.3%	0.0%	No
CLATSOP CARE MEMORY COMMUNITY	WARRENTON RCF*	33%	10%	0%	-	0.0%	0.0%	Yes

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CLATSOP CARE RETIREMENT VILLAGE	ASTORIA ALF	52%	29%	9%	1.9	1.9%	0.0%	Yes
COMFORT CARE	KLAMATH FALLS RCF	67%	25%	NA	20.0	10.0%	20.0%	Yes
CONIFER HOUSE RESIDENTIAL CARE & MEMORY CARE	CORVALLIS RCF*	42%	80%	14%	13.0	4.3%	8.7%	Yes
CORAL SPRINGS RESIDENTIAL CARE	SALEM RCF	68%	10%	RNV	3.4	3.4%	0.0%	Yes
CORNELL ESTATES RETIREMENT & ASST LIVING RES	HILLSBORO ALF	96%	100%	100%	12.0	12.0%	0.0%	Yes
CORNELL LANDING MC OF CEDAR MILL	PORTLAND RCF*	92%	30%	100%	4.0	4.0%	4.0%	Yes
CORNELL LANDING OF CEDAR MILL	PORTLAND ALF	92%	33%	100%	2.4	2.4%	2.4%	Yes
CORVALLIS CARING PLACE ASSISTED LIVING	CORVALLIS ALF	38%	100%	100%	9.8	7.3%	2.4%	Yes
COTTAGES SENIOR LIVING THE	PORTLAND RCF*	44%	100%	100%	4.0	4.0%	0.0%	Yes
COUNTRY MEADOWS VILLAGE	WOODBURN ALF	63%	100%	100%	19.0	9.5%	2.4%	Yes
COUNTRYSIDE LIVING MEMORY CARE	CANBY RCF*	87%	32%	100%	6.5	0.0%	0.0%	Yes
COUNTRYSIDE LIVING MEMORY CARE SOUTH	CANBY RCF*	42%	26%	100%	10.5	5.3%	0.0%	Yes
COUNTRYSIDE LIVING OF REDMOND	REDMOND RCF*	55%	9%	21%	28.6	17.1%	11.4%	Yes
COUNTRYSIDE VILLAGE	GRANTS PASS ALF	33%	100%	100%	5.3	5.3%	0.0%	Yes
COUNTRYSIDE VILLAGE LODGE	GRANTS PASS RCF*	24%	100%	100%	16.7	16.7%	0.0%	Yes
COURTYARD AT HILLSIDE MEMORY CARE	MCMINNVILLE RCF*	83%	50%	7%	10.0	10.0%	0.0%	Yes
COURTYARD AT MT TABOR	PORTLAND ALF	60%	0%	10%	5.9	13.7%	2.0%	No

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COURTYARD AT MT TABOR GARDEN HOUSE	PORTLAND RCF*	DNR	DNR	DNR	DNR	DNR	DNR	DNR
COURTYARD AT MT TABOR PAVILION	PORTLAND RCF*	DNR	DNR	DNR	DNR	DNR	DNR	DNR
COURTYARD FOUNTAINS ASSISTED LIVING COMMUNITY	GRESHAM ALF	33%	8%	20%	-	0.0%	0.0%	Yes
CRYSTAL TERRACE	KLAMATH FALLS RCF	44%	100%	100%	24.2	24.2%	0.0%	No
CRYSTAL TERRACE MEMORY CARE	KLAMATH FALLS RCF*	48%	100%	NA	26.5	11.8%	5.9%	No
CURRY MANOR	ROSEBURG RCF*	69%	10%	33%	6.3	6.3%	0.0%	Yes
DALLAS RETIREMENT VILLAGE ASSISTED LIVING	DALLAS ALF	44%	89%	NA	8.7	6.5%	2.2%	Yes
DALLAS RETIREMENT VILLAGE ASSISTED LIVING HUD	DALLAS ALF	44%	89%	NA	10.0	10.0%	0.0%	Yes
DALLAS RETIREMENT VILLAGE MEMORY CARE CENTER	DALLAS RCF*	44%	100%	100%	-	0.0%	0.0%	Yes
DAVENPORT PLACE	SILVERTON ALF	100%	100%	NA	12.9	12.9%	0.0%	Yes
DEERFIELD VILLAGE ASSISTED LIVING	MILWAUKIE ALF	31%	100%	100%	11.9	9.5%	0.0%	Yes
DESIRE FOR HEALING INC	PENDLETON RCF	41%	100%	100%	9.7	9.7%	0.0%	No
DONHAM PLACE INC	PORTLAND RCF	100%	100%	DNR	-	0.0%	0.0%	Yes
DORIAN PLACE ASSISTED LIVING	ONTARIO ALF	44%	100%	100%	4.9	2.4%	2.4%	No
EAST CASCADE MEMORY CARE COMMUNITY	MADRAS RCF*	15%	40%	NA	-	0.0%	0.0%	Yes
EAST CASCADE RETIREMENT COMMUNITY	MADRAS ALF	15%	40%	NA	-	0.0%	0.0%	Yes
EDGEWOOD POINT MEMORY CARE	BEAVERTON RCF*	13%	50%	100%	16.7	11.1%	5.6%	No

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EDGEWOOD POINT SENIOR LIVING	BEAVERTON ALF	45%	58%	50%	10.9	4.7%	4.7%	No
ELITE CARE ADAMS - HOOD	MILWAUKIE RCF	60%	29%	0%	-	0.0%	0.0%	Yes
ELITE CARE JEFFERSON - ASHLAND	MILWAUKIE RCF	80%	29%	0%	-	0.0%	0.0%	Yes
ELITE CARE LARCH - TABOR	MILWAUKIE RCF	12%	55%	0%	-	0.0%	0.0%	Yes
ELITE CARE RAINIER - HELENS	MILWAUKIE RCF	60%	29%	0%	-	0.0%	0.0%	Yes
ELLIOTT RESIDENCE	SUBLIMITY ALF	100%	20%	0%	2.2	2.2%	0.0%	Yes
EMERALD GARDENS	WOODBURN RCF*	42%	100%	100%	37.0	8.7%	4.3%	Yes
EMERALD VALLEY ASSISTED LIVING	EUGENE ALF	79%	8%	9%	-	0.0%	0.0%	Yes
EMERSON HOUSE PORTLAND	PORTLAND RCF*	57%	9%	0%	5.1	5.1%	5.1%	Yes
EVERGREEN MEMORY CARE	EUGENE RCF*	56%	100%	100%	20.8	11.3%	3.8%	Yes
EVERGREEN SENIOR LIVING	EUGENE ALF	64%	100%	100%	11.9	1.7%	6.8%	Yes
EXPRESSIONS AT SUMMERPLACE	PORTLAND RCF*	30%	71%	75%	-	25.0%	6.3%	Yes
FANNO CREEK BY ELITE CARE	TIGARD RCF	37%	80%	100%	-	0.0%	0.0%	Yes
FARMINGTON SQUARE BEAVERTON	BEAVERTON RCF*	50%	100%	100%	65.5	9.1%	0.0%	Yes
FARMINGTON SQUARE GRESHAM	GRESHAM RCF*	41%	100%	100%	48.5	6.1%	9.1%	Yes
FARMINGTON SQUARE MEDFORD	MEDFORD RCF*	60%	100%	100%	11.7	10.0%	1.7%	Yes
FAYE WRIGHT SENIOR LIVING	SALEM RCF*	20%	48%	18%	7.8	4.7%	0.0%	No
FIRCREST ASSISTED LIVING	MCMINNVILLE ALF	67%	100%	NA	3.6	3.6%	0.0%	Yes
FIRCREST SENIOR LIVING	MCMINNVILLE RCF*	71%	100%	100%	28.3	4.3%	0.0%	Yes
FIRWOOD GARDENS RCF	PORTLAND RCF*	31%	100%	100%	18.7	14.7%	4.0%	Yes
FLAGSTONE RETIREMENT & ASSISTED LIVING	THE DALLES ALF	85%	100%	100%	5.6	2.8%	2.8%	Yes
FOOTSTEPS AT CARMAN OAKS	LAKE OSWEGO RCF*	DNR	DNR	DNR	DNR	DNR	DNR	DNR

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FOOTSTEPS AT CLACKAMAS WOODS	MILWAUKIE RCF*	60%	100%	100%	14.3	9.5%	4.8%	Yes
FOOTSTEPS AT GREER GARDENS	EUGENE RCF*	43%	81%	80%	7.4	7.4%	0.0%	Yes
FOOTSTEPS AT LAKE OSWEGO	LAKE OSWEGO RCF*	39%	100%	100%	4.8	4.8%	0.0%	Yes
FOOTSTEPS AT MILL CREEK	THE DALLES RCF*	38%	100%	100%	16.7	16.7%	0.0%	Yes
FOOTSTEPS AT SHERWOOD	SHERWOOD RCF*	71%	60%	64%	3.2	0.0%	3.2%	Yes
FOOTSTEPS AT TANASBOURNE	HILLSBORO RCF*	50%	40%	95%	10.0	10.0%	0.0%	Yes
FOOTSTEPS AT WILSONVILLE	WILSONVILLE RCF*	39%	76%	100%	9.5	9.5%	0.0%	Yes
FOREST GLEN SENIOR LIVING	CANYONVILLE RCF	70%	43%	11%	8.3	8.3%	0.0%	No
FOREST GROVE BEEHIVE	FOREST GROVE ALF	38%	0%	0%	9.8	7.3%	2.4%	Yes
FOREST MEADOWS	GRANTS PASS RCF	57%	43%	DNR	-	0.0%	0.0%	Yes
FORUM AT TOWN CENTER THE	HAPPY VALLEY ALF	85%	0%	100%	6.7	6.7%	0.0%	No
FOUNTAIN PLAZA	MEDFORD RCF	83%	100%	0%	6.7	6.7%	0.0%	Yes
FOX HOLLOW INDEPENDENT & ASSISTED LIVING COMMUNITY	BEND ALF	42%	100%	100%	2.7	1.3%	6.7%	Yes
FOX HOLLOW RESIDENTIAL CARE COMMUNITY	EUGENE RCF	35%	100%	100%	10.7	10.7%	0.0%	Yes
FRIENDSVIEW RETIREMENT COMMUNITY	NEWBERG RCF*	42%	70%	17%	11.1	8.6%	2.5%	Yes
GARDENS THE	LINCOLN CITYRCF*	DNR	DNR	DNR	DNR	DNR	DNR	DNR
GARDENS AT LAURELHURST VILLAGE THE	PORTLAND ALF	89%	DNR	DNR	14.3	14.3%	0.0%	Yes
GATEWAY GARDENS	EUGENE RCF*	78%	100%	100%	2.5	2.5%	0.0%	Yes
GATEWAY LIVING	SPRINGFIELD RCF*	91%	0%	100%	81.0	7.9%	0.0%	Yes
GIBSON CREEK RETIREMENT & ASST LIVING RESIDENCE	SALEM ALF	20%	100%	100%	5.9	5.9%	0.0%	Yes
GILMAN PARK ASSISTED LIVING	OREGON CITY ALF	56%	56%	DNR	26.3	13.2%	1.3%	Yes
GOLDEN ACRES RETIREMENT	PORTLAND RCF	85%	20%	0%	-	0.0%	0.0%	No

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CENTER								
GOLDEN AGE CENTER INC	MILWAUKIE RCF*	DNR	DNR	DNR	DNR	DNR	DNR	DNR
GOLDEN AGE LIVING LLC	MILWAUKIE RCF*	100%	DNR	DNR	-	0.0%	0.0%	Yes
GRACE MANOR RESIDENTIAL CARE COMMUNITY	EUGENE RCF	73%	9%	17%	-	0.0%	0.0%	Yes
GRANDE RONDE RETIREMENT RESID	LA GRANDE ALF	100%	77%	14%	14.5	1.6%	0.0%	Yes
GREENRIDGE ESTATES	LAKE OSWEGO ALF	16%	17%	0%	-	0.0%	0.0%	Yes
GROVE AT PEAR VALLEY MEMORY CARE THE	CENTRAL POINT RCF*	35%	0%	RNV	-	0.0%	0.0%	Yes
GUARDIAN ANGEL HOMES	HERMISTON ALF	41%	100%	100%	-	0.0%	0.0%	Yes
GUARDIAN ANGEL HOMES MEMORY CARE	HERMISTON RCF*	70%	80%	75%	6.9	6.9%	0.0%	Yes
HARMONY HOUSE OF SALEM	SALEM RCF*	DNR	0%	NA	-	0.0%	0.0%	Yes
HARMONY LIVING INC	MCMINNVILLE RCF	64%	100%	NA	6.3	6.3%	0.0%	Yes
HARVEST HOMES INC	PORTLAND ALF	77%	25%	0%	RNV	RNV	RNV	Yes
HARVEST HOMES RCF	PORTLAND RCF*	68%	5%	0%	-	0.0%	0.0%	Yes
HAVEN HOUSE RETIREMENT CENTER	FOSSIL RCF	100%	100%	100%	5.3	0.0%	0.0%	Yes
HAWKS RIDGE SENIOR ASSISTED LIVING COMMUNITY	HOOD RIVER ALF	44%	100%	100%	11.7	5.0%	6.7%	Yes
HAWTHORNE GARDENS MEMORY CARE COMMUNITY	PORTLAND RCF*	DNR	DNR	DNR	DNR	DNR	DNR	DNR
HAWTHORNE GARDENS SENIOR LIVING COMMUNITY	PORTLAND ALF	DNR	DNR	DNR	DNR	DNR	DNR	DNR
HAWTHORNE HOUSE THE	FOREST GROVE RCF*	37%	0%	25%	14.3	14.3%	0.0%	Yes
HAWTHORNE HOUSE OF SALEM	SALEM RCF*	DNR	50%	NA	-	0.0%	0.0%	Yes
HEALTHIUS RESIDENTIAL CARE FACILITY LLC	TIGARD RCF	27%	100%	NA	-	0.0%	0.0%	No

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HEARTHSTONE AT MURRAYHILL	BEAVERTON RCF*	70%	50%	NA	-	0.0%	0.0%	Yes
HEARTHSTONE AT MURRAYHILL ASSISTED LIVING	BEAVERTON ALF	68%	100%	100%	1.7	1.7%	0.0%	Yes
HEARTHSTONE OF BEAVERTON	BEAVERTON ALF	32%	23%	19%	4.7	4.7%	0.0%	Yes
HEARTWOOD PLACE	WOODBURN RCF*	42%	56%	100%	8.9	4.4%	2.2%	Yes
HERITAGE HOUSE OF WOODBURN	WOODBURN RCF*	DNR	25%	NA	-	0.0%	0.0%	Yes
HERON POINTE SENIOR LIVING	MONMOUTH ALF	28%	60%	60%	7.8	7.8%	0.0%	No
HIGH LOOKEE LODGE	WARM SPRINGS ALF	DNR	DNR	DNR	DNR	DNR	DNR	DNR
HILLSIDE PLACE	LINCOLN CITY ALF	18%	100%	100%	15.8	5.3%	0.0%	Yes
HILLSIDE PLACE MEMORY CARE	LINCOLN CITY RCF*	18%	100%	100%	37.5	37.5%	0.0%	Yes
HOLI SENIOR LIVING	HILLSBORO RCF*	28%	0%	0%	8.7	8.7%	0.0%	No
HOLLADAY PARK PLAZA	PORTLAND RCF	50%	38%	100%	11.1	11.1%	0.0%	No
HOLLY RESIDENTIAL CARE CENTER	EUGENE RCF	72%	19%	NA	50.0	50.0%	0.0%	Yes
HOMEWOOD HEIGHTS ASSISTED LIVING	MILWAUKIE ALF	41%	89%	0%	14.9	10.6%	2.1%	Yes
HORTON PLAZA	MEDFORD RCF	71%	NA	100%	-	0.0%	0.0%	Yes
IHOME CARE	PORTLAND RCF	64%	75%	100%	14.7	5.9%	0.0%	Yes
INLAND POINT RETIREMENT COMMUNITY	NORTH BEND ALF	79%	0%	0%	12.8	10.6%	2.1%	No
INSPIRED SENIOR LIVING OF HILLSBORO	HILLSBORO RCF*	DNR	DNR	DNR	DNR	DNR	DNR	DNR
IUDITAS' MEMORY CARE LIMITED LIABILITY COMPANY	SALEM RCF*	DNR	DNR	DNR	DNR	DNR	DNR	DNR
IVY COURT SENIOR LIVING	MILWAUKIE RCF	50%	100%	NA	13.3	13.3%	0.0%	Yes
JEFFERSON LODGE MEMORY CARE COMMUNITY	DALLAS RCF*	10%	20%	9%	12.2	12.2%	4.9%	Yes
JENNINGS MCCALL CENTER	FOREST GROVE ALF	81%	38%	10%	3.7	3.7%	3.7%	Yes

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JENNINGS MCCALL RCF	FOREST GROVE RCF*	28%	33%	23%	17.4	17.4%	17.4%	Yes
JUNCTION CITY RETIREMENT & ASSISTED LIVING RES	JUNCTION CITY ALF	100%	DNR	DNR	23.1	15.4%	3.8%	Yes
JUNIPER CANYON LIVING	REDMOND RCF	6%	100%	100%	-	0.0%	0.0%	Yes
JUNIPER HOUSE	PENDLETON ALF	43%	50%	100%	15.0	0.0%	0.0%	Yes
JUNIPER HOUSE MEMORY CARE	PENDLETON RCF*	43%	100%	NA	21.4	21.4%	0.0%	Yes
JUNIPER SPRINGS SENIOR LIVING	REDMOND ALF	25%	38%	14%	-	0.0%	0.0%	Yes
JURGENS PARK SENIOR LIVING	TUALATIN RCF*	79%	10%	17%	-	0.0%	0.0%	No
KELLOGG ASSISTED LIVING AT MARY'S WOODS	LAKE OSWEGO ALF	49%	75%	NA	8.7	4.3%	0.0%	Yes
KELLYVILLE RCF	PORTLAND RCF	8%	0%	NA	5.6	5.6%	0.0%	Yes
KINSINGTON AT REDWOOD PARK	GRANTS PASS RCF*	40%	13%	0%	34.5	27.6%	6.9%	No
KINSINGTON OAK GROVE	MEDFORD RCF*	28%	100%	100%	7.0	7.0%	0.0%	Yes
KINSINGTON PLACE	GRANTS PASS RCF*	100%	22%	0%	30.8	23.1%	7.7%	No
LAKELAND SENIOR LIVING	EAGLE POINT ALF	61%	100%	100%	10.4	10.4%	0.0%	Yes
LAKEVIEW GARDENS ASSISTED LIVING FACILITY	LAKEVIEW ALF	0%	44%	NA	3.1	3.1%	0.0%	Yes
LAKEVIEW SENIOR LIVING	LINCOLN CITY ALF	23%	50%	0%	-	0.0%	0.0%	Yes
LANCASTER VILLAGE 2	SALEM ALF	63%	100%	100%	13.3	13.3%	0.0%	No
LANDING - A SENIOR LIVING COMMUNITY THE	ROSEBURG ALF	33%	100%	100%	5.8	5.8%	0.0%	Yes
LAUREL PARC AT BETHANY	PORTLAND ALF*	60%	DNR	DNR	5.6	1.9%	3.7%	Yes
LAUREL PINES RETIREMENT LODGE	WHITE CITY RCF	DNR	DNR	DNR	DNR	DNR	DNR	DNR
LAURELHURST HOUSE	PORTLAND ALF	63%	9%	RNV	-	0.0%	0.0%	No
LIBERTY POINTE	GRESHAM RCF*	30%	DNR	DNR	4.3	4.3%	0.0%	Yes
LODGE IN SISTERS THE	SISTERS ALF	42%	100%	33%	8.9	8.9%	0.0%	Yes

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LONE OAK ASSISTED LIVING FACILITY	EUGENE ALF	13%	42%	100%	16.4	16.4%	0.0%	Yes
LYDIA'S HOUSE	ALBANY RCF*	63%	31%	0%	29.6	22.2%	7.4%	Yes
MACDONALD RESIDENCE	PORTLAND ALF	91%	6%	28%	6.7	2.2%	0.0%	Yes
MAGNOLIA GARDENS MEMORY CARE	COTTAGE GROVE RCF*	41%	100%	100%	29.0	12.9%	6.5%	Yes
MAGNOLIA GARDENS SENIOR LIVING	COTTAGE GROVE ALF	81%	100%	100%	31.4	15.7%	4.3%	Yes
MANOR TERRACE CARE SUITES	MEDFORD RCF	47%	75%	NA	16.7	16.7%	0.0%	Yes
MAPLE RIDGE SENIOR LIVING	ASHLAND ALF	46%	100%	80%	7.9	2.6%	2.6%	Yes
MAPLE VALLEY MEMORY CARE	MCMINNVILLE RCF*	62%	100%	NA	4.3	4.3%	4.3%	Yes
MAPLEVIEW MANOR LLC	MILWAUKIE RCF*	10%	DNR	DNR	-	0.0%	0.0%	No
MARIE ROSE CENTER ASSISTED LIVING	LAKE OSWEGO ALF	48%	40%	0%	15.4	12.8%	0.0%	Yes
MARIE ROSE RESIDENTIAL CARE	LAKE OSWEGO RCF*	55%	60%	NA	15.4	12.8%	0.0%	Yes
MARJORIE HOUSE MEMORY CARE COMMUNITY	MCMINNVILLE RCF*	46%	0%	0%	10.0	10.0%	0.0%	No
MARKHAM HOUSE RETIREMENT COMMUNITY	PORTLAND ALF	19%	67%	18%	8.0	8.0%	0.0%	Yes
MARQUIS AUTUMN HILLS RESIDENTIAL MEMORY CARE	PORTLAND RCF*	85%	100%	NA	27.3	9.1%	9.1%	Yes
MARQUIS FOREST GROVE ASSISTED LIVING	FOREST GROVE ALF	50%	0%	0%	3.4	3.4%	0.0%	Yes
MARQUIS HOPE VILLAGE ALF	CANBY ALF	67%	100%	75%	3.8	3.8%	0.0%	Yes
MARQUIS HOPE VILLAGE MEMORY CARE	CANBY RCF*	100%	DNR	DNR	5.0	5.0%	0.0%	Yes
MARQUIS PIEDMONT ASSISTED LIVING	PORTLAND ALF	77%	16%	13%	1.5	1.5%	0.0%	Yes

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MARQUIS TUALATIN ASSISTED LIVING	TUALATIN ALF	48%	100%	100%	-	0.0%	0.0%	Yes
MARQUIS WILSONVILLE ASSISTED LIVING	WILSONVILLE ALF	60%	13%	0%	7.5	1.9%	0.0%	No
MARYVILLE MEMORY CARE	BEAVERTON RCF*	54%	100%	100%	8.3	8.3%	0.0%	Yes
MCKAY CREEK ESTATES	PENDLETON ALF	36%	29%	0%	28.9	4.4%	0.0%	Yes
MCKENZIE LIVING	SPRINGFIELD RCF	54%	33%	100%	6.7	6.7%	6.7%	Yes
MCKENZIE LIVING EUGENE	EUGENE RCF	72%	100%	NA	11.6	11.6%	0.0%	Yes
MCKENZIE MANOR MEMORY CARE	EUGENE RCF*	17%	77%	100%	10.3	10.3%	0.0%	Yes
MCKILLOP RESIDENCE	SUBLIMITY ALF	61%	26%	0%	4.3	4.3%	0.0%	No
MCLOUGHLIN MEMORY CARE OF OREGON	OREGON CITY RCF*	63%	100%	0%	10.0	10.0%	0.0%	Yes
MCLOUGHLIN PLACE SENIOR LIVING	OREGON CITY ALF	71%	100%	100%	3.0	3.0%	0.0%	Yes
MCMINNVILLE MEMORY CARE LLC	MCMINNVILLE RCF*	35%	88%	100%	-	0.0%	0.0%	Yes
MEADOW AT MT BACHELOR MEMORY CARE THE	BEND RCF*	83%	0%	DNR	20.8	20.8%	0.0%	Yes
MEADOW CREEK VILLAGE ASSISTED LIVING	SALEM ALF	21%	75%	100%	10.8	10.8%	0.0%	Yes
MEADOWBROOK PLACE	BAKER CITY ALF	80%	29%	0%	3.9	3.9%	0.0%	Yes
MEADOWLARK SENIOR LIVING	LEBANON ALF	42%	50%	29%	34.8	7.2%	10.1%	No
MEADOWS COURTYARD	OREGON CITY RCF	67%	NA	100%	8.6	8.6%	0.0%	No
MEMORY LANE HOMES OF BAKER	BAKER CITY RCF	60%	17%	DNR	-	0.0%	0.0%	No
MEMORY SUPPORT CENTER AT ROGUE VALLEY MANOR	MEDFORD RCF*	76%	100%	NA	13.9	5.6%	2.8%	Yes

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MERRILL GARDENS AT EUGENE	EUGENE RCF*	83%	100%	NA	26.3	15.8%	5.3%	Yes
MERRILL GARDENS AT SHELDON PARK	EUGENE ALF	46%	100%	100%	8.4	8.4%	0.0%	Yes
MIDDLEFIELD OAKS ASSISTED LIVING COMMUNITY	COTTAGE GROVE ALF	100%	100%	100%	-	0.0%	0.0%	Yes
MIDDLEFIELD OAKS MEMORY CARE COMMUNITY	COTTAGE GROVE RCF*	46%	100%	100%	10.3	3.4%	6.9%	Yes
MIDWAY RCF	PORTLAND RCF	80%	100%	DNR	7.7	7.7%	0.0%	Yes
MILL VIEW MEMORY CARE	BEND RCF*	DNR	54%	25%	8.6	2.9%	5.7%	Yes
MIRABELLA AT SOUTH WATERFRONT	PORTLAND ALF	67%	0%	DNR	12.5	12.5%	0.0%	Yes
MIRACLE HEIGHTS AT HAPPY VALLEY	HAPPY VALLEY RCF	46%	71%	100%	11.5	7.7%	0.0%	No
MIRAMONT POINTE	CLACKAMAS RCF*	52%	50%	20%	1.7	0.8%	0.8%	Yes
MONARCH GARDENS MEMORY CARE	BROOKINGS RCF*	75%	100%	DNR	5.7	5.7%	18.9%	No
MONTEREY COURT MEMORY CARE	HAPPY VALLEY RCF*	23%	33%	29%	33.3	55.6%	44.4%	Yes
MORNINGSTAR ASSISTED LIVING OF BEAVERTON	BEAVERTON ALF	40%	38%	75%	RNV	RNV	RNV	Yes
MORNINGSTAR MEMORY CARE OF BEAVERTON	BEAVERTON RCF*	3%	100%	100%	RNV	RNV	RNV	Yes
MORNINGSTAR OF HAPPY VALLEY ASSISTED LIVING	HAPPY VALLEY ALF	76%	29%	30%	18.4	6.1%	12.2%	Yes
MORNINGSTAR OF HAPPY VALLEY MEMORY CARE	HAPPY VALLEY RCF*	66%	21%	33%	65.4	23.1%	7.7%	Yes
MORROW HEIGHTS RET & AL COMM	ROGUE RIVER ALF	71%	NA	50%	-	0.0%	0.0%	Yes

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MOUNTAIN PARK MEMORY CARE COMMUNITY	CLACKAMAS RCF*	72%	44%	15%	3.1	3.1%	0.0%	Yes
MOUNTAIN VIEW RESIDENTIAL CARE FACILITY	GRESHAM RCF	100%	100%	DNR	5.3	0.0%	0.0%	Yes
MT ANGEL TOWERS	MOUNT ANGEL RCF	86%	100%	100%	15.8	15.8%	0.0%	Yes
MT BACHELOR ASSISTED LIVING	BENDALF	89%	33%	20%	9.2	6.2%	0.0%	Yes
MT BACHELOR MEMORY CARE	BEND RCF*	36%	100%	100%	17.3	5.8%	3.8%	Yes
MT SCOTT RESIDENTIAL CARE HOME	PORTLAND RCF	33%	27%	10%	2.9	2.9%	0.0%	No
MURRAY HIGHLAND	BEAVERTON RCF*	15%	100%	DNR	11.5	3.8%	3.8%	No
MYRTLE POINT CARE CENTER RCF	MYRTLE POINT RCF	78%	100%	100%	33.3	20.0%	6.7%	Yes
NEAWANNA BY THE SEA	SEASIDE ALF	67%	67%	100%	8.1	8.1%	0.0%	Yes
NEW FRIENDS MEMORY AND RESIDENTIAL CARE OF FLORENC	FLORENCE RCF*	77%	0%	NA	10.3	10.3%	0.0%	Yes
NEW FRIENDS OF COOS BAY LLC	COOS BAY RCF*	31%	100%	100%	18.0	14.0%	4.0%	Yes
NORTHWEST MEMORY CARE	FLORENCE RCF*	38%	100%	NA	-	0.0%	0.0%	Yes
NYSSA GARDENS ASSISTED LIVING FACILITY	NYSSA ALF	30%	100%	100%	3.6	3.6%	0.0%	Yes
OAK LANE RETIREMENT	GRANTS PASS RCF*	DNR	DNR	DNR	DNR	DNR	DNR	DNR
OAKS AT LEBANON THE	LEBANON ALF	77%	50%	100%	4.9	4.9%	0.0%	Yes
OAKTREE RESIDENTIAL LIVING	EUGENE RCF	41%	0%	NA	-	0.0%	0.0%	No
OCEAN RIDGE RETIREMENT & ASSISTED LIVING COMMUNITY	COOS BAY ALF	46%	14%	16%	7.0	7.0%	0.0%	Yes
OCEANVIEW ASSISTED LIVING RESIDENCE	NEWPORT ALF	53%	100%	100%	1.6	1.6%	0.0%	Yes
ODD FELLOWS HOME OF OREGON THE	PORTLAND RCF	DNR	DNR	DNR	2.6	2.6%	0.0%	Yes
ORCHARDS ASSISTED LIVING	MEDFORD ALF	38%	100%	100%	3.8	3.8%	0.0%	Yes

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OSWEGO GROVE	LAKE OSWEGO RCF*	12%	50%	DNR	-	0.0%	0.0%	Yes
OSWEGO PLACE ASSISTED LIVING COMMUNITY	LAKE OSWEGO ALF	0%	7%	20%	3.5	1.8%	1.8%	No
PACIFIC GARDENS ALZHEIMER'S SPECIAL CARE CENTER	PORTLAND RCF*	32%	100%	100%	8.2	8.2%	0.0%	Yes
PACIFIC GROVE MEMORY CARE	FOREST GROVE RCF*	62%	11%	21%	7.7	7.7%	0.0%	No
PACIFIC GROVE SENIOR LIVING COMMUNITY	FOREST GROVE ALF	0%	15%	15%	12.1	12.1%	0.0%	No
PACIFIC VIEW ASSISTED LIVING COMMUNITY	BANDON ALF	60%	100%	DNR	1.9	1.9%	0.0%	Yes
PACIFIC VIEW MEMORY CARE COMMUNITY	BANDON RCF*	65%	NA	100%	16.0	16.0%	0.0%	Yes
PACIFICA SENIOR LIVING CALAROGA TERRACE	PORTLAND RCF	45%	0%	0%	11.4	6.8%	2.3%	Yes
PACIFICA SENIOR LIVING KLAMATH FALLS	KLAMATH FALLS ALF	54%	36%	20%	37.5	19.6%	7.1%	Yes
PARKHURST PLACE	HOOD RIVER ALF	67%	63%	50%	3.8	3.8%	0.0%	Yes
PARKLAND VILLAGE RETIREMENT COMMUNITY	MCMINNVILLE ALF	36%	75%	75%	7.7	0.0%	3.8%	Yes
PARKVIEW ASSISTED LIVING	PORTLAND ALF	72%	38%	0%	9.8	2.4%	2.4%	No
PARKVIEW MEMORY CARE AT CHERRYWOOD VILLAGE	PORTLAND RCF*	29%	25%	50%	12.9	12.9%	0.0%	Yes
PEAR VALLEY SENIOR LIVING	CENTRAL POINT ALF	17%	100%	100%	26.3	15.0%	11.3%	Yes
PELICAN POINTE	KLAMATH FALLS RCF	DNR	DNR	DNR	DNR	DNR	DNR	Yes
PELICAN POINTE ASSISTED LIVING COMMUNITY	KLAMATH FALLS ALF	81%	80%	67%	8.9	3.6%	1.8%	Yes
PHEASANT POINTE ASSISTED LIVING COMMUNITY	MOLALLA ALF	34%	13%	0%	10.3	5.1%	0.0%	Yes

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PHEASANT POINTE MEMORY CARE COMMUNITY	MOLALLA RCF*	50%	40%	75%	-	0.0%	0.0%	Yes
PINES AT JUNIPER SPRINGS THE	REDMOND RCF*	29%	69%	11%	-	0.0%	0.0%	Yes
PINES AT THE LANDING THE	ROSEBURG RCF*	33%	100%	100%	22.2	11.1%	11.1%	Yes
PIONEER PLACE ASSISTED LIVING	VALE ALF	83%	6%	0%	14.8	14.8%	0.0%	Yes
PIONEER VILLAGE	JACKSONVILLE ALF	31%	100%	100%	18.0	2.0%	0.0%	Yes
POWELL VALLEY ASSISTED LIVING COMMUNITY	GRESHAM ALF	51%	100%	100%	6.2	5.2%	1.0%	Yes
POWELL VALLEY MEMORY CARE COMMUNITY	GRESHAM RCF*	51%	100%	100%	7.7	5.1%	2.6%	Yes
PRAIRIE HOUSE ASSISTED LIVING COMMUNITY	LA PINE ALF	51%	100%	100%	11.1	6.7%	2.2%	No
PRAIRIE HOUSE MEMORY CARE COMMUNITY	LA PINE RCF*	56%	0%	NA	22.2	22.2%	0.0%	No
PREMIER LIVING CENTER	PORTLAND RCF	73%	100%	NA	-	0.0%	0.0%	Yes
PRESTIGE SENIOR LIVING ARBOR PLACE	MEDFORD ALF	57%	7%	12%	34.9	2.3%	0.0%	Yes
PRESTIGE SENIOR LIVING ARBOR PLACE MEMORY CARE	MEDFORD RCF*	63%	14%	0%	88.2	29.4%	11.8%	Yes
PRESTIGE SENIOR LIVING BEAVERTON HILLS	BEAVERTON ALF	26%	0%	50%	5.6	5.6%	0.0%	Yes
PRESTIGE SENIOR LIVING FIVE RIVERS	TILLAMOOK ALF	44%	100%	100%	8.8	1.8%	1.8%	Yes
PRESTIGE SENIOR LIVING HIGH DESERT	BEND ALF	21%	100%	100%	25.0	25.0%	25.0%	Yes
PRESTIGE SENIOR LIVING HUNTINGTON TERRACE	GRESHAM ALF	61%	100%	100%	16.4	13.1%	3.3%	Yes
PRESTIGE SENIOR LIVING ORCHARD HEIGHTS	SALEM ALF	52%	100%	100%	42.2	17.8%	8.9%	Yes

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PRESTIGE SENIOR LIVING ORCHARD HEIGHTS MEMORY CARE	SALEM RCF*	33%	100%	NA	20.0	20.0%	0.0%	Yes
PRESTIGE SENIOR LIVING RIVERWOOD	TUALATIN ALF	29%	100%	100%	19.1	10.6%	8.5%	Yes
PRESTIGE SENIOR LIVING SOUTHERN HILLS	SALEM ALF	52%	17%	10%	4.5	4.5%	0.0%	Yes
PRESTIGE SENIOR LIVING WEST HILLS	CORVALLIS ALF	DNR	DNR	DNR	DNR	DNR	DNR	DNR
PRINCETON VILLAGE ASSISTED LIVING COMMUNITY	CLACKAMAS ALF	100%	0%	0%	5.8	5.8%	0.0%	Yes
PROVIDENCE BENEDICTINE ORCHARD HOUSE	MOUNT ANGEL ALF	77%	DNR	DNR	3.8	3.8%	0.0%	Yes
PROVIDENCE BROOKSIDE MANOR	HOOD RIVER ALF	39%	100%	100%	-	0.0%	0.0%	Yes
PROVIDENCE BROOKSIDE MEMORY CARE	HOOD RIVER RCF*	39%	100%	100%	43.8	12.5%	12.5%	Yes
PROVIDENCE ELDERPLACE IN CULLY	PORTLAND RCF	96%	DNR	DNR	3.3	3.3%	0.0%	Yes
PROVIDENCE ELDERPLACE IN GLENDOVEER	PORTLAND RCF	100%	DNR	DNR	8.2	8.2%	0.0%	Yes
PROVIDENCE ELDERPLACE IN IRVINGTON VILLAGE	PORTLAND ALF	77%	100%	0%	2.7	2.7%	0.0%	Yes
QUAIL CREST MEMORY CARE	EUGENE RCF*	53%	95%	50%	24.0	5.3%	0.0%	Yes
QUAIL RUN ASSISTED LIVING	ALBANY ALF	57%	100%	NA	12.2	10.0%	2.2%	Yes
RACKLEFF PLACE	CANBY ALF	19%	50%	0%	-	0.0%	0.0%	Yes
RALEIGH HILLS ASSISTED LIVING	PORTLAND ALF	63%	NA	100%	5.5	4.1%	1.4%	Yes
RALEIGH HILLS ENHANCED CARE	PORTLAND RCF*	73%	100%	NA	15.8	5.3%	10.5%	Yes
RAWLIN AT RIVERBEND THE	SPRINGFIELD RCF*	32%	100%	100%	15.8	7.0%	1.8%	Yes

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REDWOOD HEIGHTS RET & AL COMMUNITY	SALEM ALF	25%	68%	25%	8.2	6.6%	1.6%	Yes
REDWOOD TERRACE	GRANTS PASS ALF	55%	100%	100%	25.6	7.7%	0.0%	Yes
REFLECTIONS MEMORY CARE	SALEM RCF*	83%	100%	RNV	6.3	6.3%	0.0%	Yes
REGENCY PARK ALZHEIMER'S CARE	PORTLAND RCF*	33%	55%	0%	23.1	11.5%	11.5%	Yes
REGENCY PARK ASSISTED LIVING	PORTLAND RCF*	60%	42%	56%	4.3	4.3%	6.5%	Yes
REGENCY PARK PLACE AT CORVALLIS	CORVALLIS ALF	26%	100%	100%	14.9	12.8%	2.1%	No
REGENCY VILLAGE AT BEND	BEND ALF	32%	32%	25%	35.1	17.5%	8.8%	Yes
REGENCY VILLAGE AT PRINEVILLE	PRINEVILLE ALF	31%	100%	33%	12.8	0.0%	0.0%	No
REGENCY VILLAGE AT REDMOND	REDMOND ALF	57%	100%	100%	7.9	2.6%	2.6%	Yes
REGENCY WOODLAND	SALEM RCF*	16%	32%	29%	8.8	5.9%	8.8%	Yes
REGENT COURT	CORVALLIS RCF*	44%	47%	9%	40.5	24.3%	8.1%	Yes
REVERE COURT OF PORTLAND	PORTLAND RCF*	65%	0%	40%	23.8	19.0%	4.8%	No
RIDGEVIEW ASSISTED LIVING FACILITY	MEDFORD ALF	24%	100%	100%	10.2	0.0%	4.1%	Yes
RIVER GROVE MEMORY CARE	EUGENE RCF*	28%	68%	80%	10.9	3.6%	7.3%	Yes
RIVER PARK SENIOR LIVING	SHERIDAN ALF	0%	100%	100%	3.9	3.9%	0.0%	Yes
RIVER RUN PLACE	EUGENE ALF	69%	100%	NA	-	0.0%	0.0%	Yes
RIVER TERRACE MEMORY CARE	OREGON CITY RCF*	19%	100%	100%	19.4	19.4%	0.0%	Yes
RIVERA MANSIONS RCF	PORTLAND RCF	68%	100%	NA	-	0.0%	0.0%	No
RIVERSIDE LIVING INC	WOOD VILLAGE RCF	60%	DNR	DNR	-	0.0%	0.0%	Yes
RIVERVIEW TERRACE	ROSEBURG RCF	50%	100%	100%	21.4	21.4%	0.0%	Yes
RN VILLA SENIOR CARE	PORTLAND RCF	DNR	86%	0%	-	0.0%	0.0%	No
ROCK OF AGES MENNONITE HOME	MCMINNVILLE RCF*	100%	9%	0%	DNR	DNR	DNR	Yes
ROGUE RIVER PLACE	KLAMATH FALLS ALF	67%	100%	100%	-	0.0%	0.0%	No
ROSE LINN VINTAGE PLACE	WEST LINN RCF*	36%	0%	0%	7.0	5.3%	1.8%	Yes

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ROSE SCHNITZER MANOR	PORTLAND ALF	62%	86%	67%	0.8	0.8%	0.0%	Yes
ROSEWOOD COURT RESIDENTIAL CARE	SALEM RCF*	78%	11%	0%	-	0.0%	0.0%	Yes
ROSEWOOD MEMORY CARE	HILLSBORO RCF*	42%	100%	NA	-	19.1%	6.4%	Yes
ROSEWOOD PARK RETIREMENT & ASSIST LIVING RESIDENCE	HILLSBORO ALF	40%	100%	100%	16.7	2.8%	1.4%	Yes
ROXY ANN MEMORY COMMUNITY	MEDFORD RCF*	73%	18%	RNV	-	0.0%	0.0%	No
ROYAL ANNE ASSISTED LIVING	PORTLAND ALF	58%	56%	40%	6.1	6.1%	0.0%	Yes
ROYALTON PLACE ASSISTED LIVING	MILWAUKIE ALF	55%	2%	22%	9.8	9.8%	0.0%	Yes
ROYALTON PLACE MEMORY CARE	MILWAUKIE RCF*	80%	0%	0%	4.0	4.0%	0.0%	Yes
RUSSELLVILLE PARK WEST	PORTLAND ALF	58%	86%	0%	9.6	9.6%	0.0%	Yes
RUSSELLVILLE PARK WEST MEMORY CARE	PORTLAND RCF*	58%	86%	0%	37.5	18.8%	6.3%	Yes
SEA AIRE ASSISTED LIVING COMMUNITY	YACHATS ALF	35%	RNV	27%	2.4	2.4%	0.0%	Yes
SEA VIEW SENIOR LIVING COMMUNITY	BROOKINGS ALF	50%	DNR	DNR	14.1	10.9%	3.1%	Yes
SELLWOOD SENIOR LIVING	PORTLAND ALF	69%	38%	67%	3.3	3.3%	0.0%	No
SENIOR HAVEN RCF	PORTLAND RCF*	38%	100%	100%	-	0.0%	0.0%	No
SETTLER'S PARK ASSISTED LIVING COMMUNITY	BAKER CITY ALF	46%	0%	NA	2.4	2.4%	0.0%	No
SETTLER'S PARK MEMORY CARE COMMUNITY	BAKER CITY RCF*	47%	0%	NA	6.7	6.7%	0.0%	No
SHERWOOD PINES RESIDENTIAL CARE	VENETA RCF*	50%	100%	NA	-	0.0%	0.0%	No
SHORE PINES SENIOR LIVING	GOLD BEACH ALF*	29%	91%	25%	23.3	2.3%	2.3%	Yes
SILVER CREEK ASSISTED LIVING	WOODBURN ALF	57%	16%	13%	3.0	3.0%	0.0%	Yes

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SILVER CREEK MEMORY CARE COMMUNITY	WOODBURN RCF*	17%	0%	NA	13.3	13.3%	0.0%	Yes
SILVIA & JOHN'S RESIDENTIAL	PORTLAND RCF	86%	100%	DNR	-	0.0%	0.0%	No
SKYLARK ASSISTED LIVING	ASHLAND ALF	DNR	DNR	DNR	DNR	DNR	DNR	DNR
SKYLARK MEMORY CARE	ASHLAND RCF*	DNR	DNR	DNR	DNR	DNR	DNR	DNR
SOLOMIA HOME CARE LLC	SAINT HELENS RCF	0%	DNR	DNR	-	0.0%	0.0%	Yes
SOMERSET ASSISTED LIVING	GLADSTONE ALF	64%	16%	19%	11.8	9.7%	2.2%	Yes
SOUTH BEACH MANOR	SOUTH BEACH RCF*	32%	82%	56%	25.0	15.6%	6.3%	Yes
SPRING MEADOWS ASSISTED LIVING FACILITY	SAINT HELENS ALF	5%	100%	100%	21.4	7.1%	14.3%	Yes
SPRING VALLEY ASSISTED LIVING	SPRINGFIELD ALF	50%	100%	NA	11.8	7.8%	3.9%	Yes
SPRINGRIDGE COURT ASSISTED LIVING	WILSONVILLE ALF	65%	100%	100%	5.1	5.1%	0.0%	Yes
SPRINGRIDGE COURT MEMORY CARE	WILSONVILLE RCF*	0%	NA	100%	14.3	14.3%	0.0%	Yes
SPRINGS AT ANNA MARIA THE	MEDFORD RCF	67%	60%	25%	8.8	5.9%	2.9%	Yes
SPRINGS AT CARMAN OAKS THE	LAKE OSWEGO ALF	56%	100%	NA	5.9	5.9%	0.0%	Yes
SPRINGS AT CLACKAMAS WOODS ALF	MILWAUKIE ALF	60%	100%	100%	2.1	2.1%	0.0%	Yes
SPRINGS AT GREER GARDENS THE	EUGENE ALF	43%	81%	80%	9.9	7.4%	1.2%	Yes
SPRINGS AT LAKE OSWEGO THE	LAKE OSWEGO ALF	43%	50%	40%	5.3	5.3%	0.0%	Yes
SPRINGS AT LANCASTER VILLAGE THE	SALEM ALF	38%	100%	100%	17.6	17.6%	0.0%	No
SPRINGS AT MILL CREEK THE	THE DALLES ALF	65%	100%	100%	8.2	4.9%	1.6%	Yes
SPRINGS AT SHERWOOD THE	SHERWOOD ALF	54%	83%	60%	12.9	0.0%	3.2%	Yes
SPRINGS AT TANASBOURNE	HILLSBORO ALF	60%	40%	95%	7.4	7.4%	0.0%	Yes
SPRINGS AT VERANDA PARK THE	MEDFORD ALF	70%	100%	100%	3.4	0.0%	1.7%	Yes
SPRINGS AT WILLOWCREEK THE	SALEM RCF*	97%	100%	NA	12.1	10.6%	1.5%	Yes
SPRINGS AT WILSONVILLE THE	WILSONVILLE ALF	39%	71%	100%	4.1	4.1%	0.0%	Yes

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SPRUCE POINT ASSISTED LIVING	FLORENCE ALF	100%	100%	75%	2.2	2.2%	0.0%	No
SPRUCE POINT MEMORY CARE	FLORENCE RCF*	75%	25%	25%	-	0.0%	0.0%	No
ST ANDREWS MEMORY CARE	PORTLAND RCF*	40%	60%	30%	14.0	11.6%	2.3%	Yes
ST ANTHONY VILLAGE	PORTLAND ALF*	89%	33%	40%	7.3	4.5%	2.7%	No
STAFFORD ASSISTED LIVING FACILITY THE	LAKE OSWEGO ALF	31%	100%	NA	16.7	16.7%	0.0%	Yes
STILL WATERS INC	BANDON RCF	100%	0%	0%	42.1	5.3%	0.0%	Yes
STONEBROOK ASSISTED LIVING	CORVALLIS ALF	44%	30%	39%	6.0	4.8%	1.2%	Yes
SUITES ASSISTED LIVING COMMUNITY THE	GRANTS PASS ALF	62%	100%	NA	5.0	1.7%	0.0%	Yes
SUITES MEMORY CARE COMMUNITY THE	GRANTS PASS RCF*	78%	100%	NA	6.7	6.7%	0.0%	Yes
SUMMERPLACE ASSISTED LIVING COMMUNITY	PORTLAND ALF	30%	81%	50%	2.5	22.2%	2.5%	Yes
SUMMIT SPRINGS VILLAGE ALF	CONDON ALF	42%	50%	0%	-	0.0%	0.0%	Yes
SUMMIT SPRINGS VILLAGE MCU	CONDON RCF*	0%	100%	DNR	-	0.0%	0.0%	Yes
SUN TERRACE HERMISTON	HERMISTON ALF	23%	100%	100%	-	0.0%	0.0%	Yes
SUNCREST PLACE	TALENT ALF	27%	50%	NA	3.8	3.8%	3.8%	Yes
SUNNYSIDE MEADOWS	HAPPY VALLEY RCF*	DNR	DNR	DNR	DNR	DNR	DNR	DNR
SUNSET ESTATES	ONTARIO RCF*	31%	DNR	100%	18.8	6.3%	6.3%	Yes
SUTTLE CARE & RETIREMENT INC	PENDLETON RCF	40%	71%	NA	6.7	6.7%	0.0%	Yes
SUZANNE ELISE ASSISTED LIVING	SEASIDE ALF	54%	100%	100%	15.4	15.4%	0.0%	Yes
SWEET BYE N BYE MEMORY CARE - WEST	SALEM RCF*	80%	57%	100%	14.3	10.7%	3.6%	Yes
SWEET BYE N BYE MEMORY CARE FACILITIES	SALEM RCF*	78%	85%	100%	7.7	7.7%	0.0%	Yes
SWEET HOME RCF	SWEET HOME RCF	47%	100%	NA	27.8	5.6%	11.1%	Yes
SWEETBRIAR VILLA	SPRINGFIELD RCF*	13%	100%	100%	12.1	6.1%	3.0%	Yes

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TABLE ROCK MEMORY CARE COMMUNITY	MEDFORD RCF*	15%	100%	100%	5.0	5.0%	0.0%	Yes
TABOR CREST II MEMORY CARE	PORTLAND RCF*	67%	0%	0%	6.9	6.9%	0.0%	Yes
TABOR CREST RESIDENTIAL CARE	PORTLAND RCF*	80%	100%	NA	-	0.0%	0.0%	No
TANNER SPRING ASSISTED LIVING	WEST LINN ALF	38%	0%	0%	-	0.0%	0.0%	Yes
TANNER SPRING MEMORY CARE	WEST LINN RCF*	38%	0%	0%	7.9	7.9%	0.0%	Yes
TERRACE AT HILLSIDE ASSISTED LIVING	MCMINNVILLE ALF	50%	33%	7%	9.8	7.3%	2.4%	Yes
TERRACE AT LAURELHURST VILLAGE THE	PORTLAND ALF	57%	100%	NA	15.4	15.4%	0.0%	Yes
TERWILLIGER PLAZA METCALF UNIT	PORTLAND RCF	47%	100%	100%	7.1	7.1%	0.0%	Yes
TERWILLIGER TERRACE ALF	PORTLAND ALF	47%	100%	100%	7.7	2.6%	2.6%	Yes
TIMBER POINTE SENIOR LIVING	SPRINGFIELD ALF	79%	41%	0%	RNV	RNV	RNV	Yes
TIMBER TOWN LIVING	SUTHERLIN RCF	71%	14%	DNR	10.6	10.6%	0.0%	Yes
TIMBERHILL PLACE	CORVALLIS ALF	47%	36%	50%	7.0	5.3%	1.8%	Yes
TIMBERWOOD COURT SPECIALTY CC	ALBANY RCF*	21%	100%	100%	29.0	19.4%	9.7%	Yes
TOUCH OF GRACE A	MEDFORD RCF*	50%	100%	DNR	11.1	0.0%	0.0%	Yes
TOUCHMARK AT MOUNT BACHELOR VILLAGE	BEND RCF*	44%	100%	74%	14.6	14.6%	0.0%	Yes
TOUCHMARK IN THE WEST HILLS	PORTLAND RCF*	43%	100%	44%	4.1	2.4%	0.8%	Yes
TSL ELDERHEALTH AND LIVING MEMORY VILLAGE	SPRINGFIELD RCF*	36%	100%	100%	32.1	12.3%	3.7%	Yes
VALLEY VIEW MEMORY CARE COMMUNITY	JOHN DAY RCF*	67%	NA	100%	14.3	14.3%	0.0%	Yes
VALLEY VIEW RESIDENTIAL CARE FACILITY	DAMASCUS RCF	77%	15%	NA	-	0.0%	0.0%	Yes
VALLEY VIEW SENIOR LIVING	JOHN DAY ALF	33%	67%	100%	3.7	3.7%	0.0%	Yes

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VILLAGE AT KEIZER RIDGE THE	KEIZER ALF	74%	14%	0%	1.8	1.8%	0.0%	Yes
VILLAGE AT KEIZER RIDGE MEMORY CARE THE	KEIZER RCF*	13%	17%	0%	47.8	8.7%	0.0%	Yes
VILLAGE AT VALLEY VIEW	ASHLAND RCF*	60%	100%	100%	14.0	11.6%	2.3%	Yes
VINEYARD HEIGHTS A L & RETIREMENT COTTAGES	MCMINNVILLE ALF	65%	65%	NA	16.4	4.5%	0.0%	No
WALLOWA VALLEY SENIOR LIVING	ENTERPRISE ALF	73%	100%	100%	-	0.0%	0.0%	Yes
WALLOWA VALLEY SR LIVING MEMORY CARE	ENTERPRISE RCF*	73%	27%	0%	-	0.0%	0.0%	Yes
WASHINGTON GARDENS MEMORY CARE	TIGARD RCF*	67%	57%	50%	5.3	5.3%	0.0%	Yes
WATERFORD GRAND ASSISTED LIVING	EUGENE ALF	74%	17%	5%	69.6	60.8%	8.9%	Yes
WATERFORD GRAND MEMORY CARE	EUGENE RCF*	68%	11%	0%	RNV	RNV	RNV	Yes
WATERHOUSE RIDGE MEMORY CARE COMMUNITY	BEAVERTON RCF*	25%	100%	100%	20.3	15.6%	4.7%	Yes
WAVERLY PLACE ASSISTED LIVING	ALBANY ALF	16%	100%	100%	4.2	14.6%	1.0%	Yes
WAVERLY PLACE MEMORY CARE	ALBANY RCF*	26%	100%	100%	5.0	5.0%	0.0%	Yes
WEATHERLY COURT THE	MEDFORD ALF	38%	0%	0%	8.8	2.9%	2.9%	Yes
WEATHERLY COURT MEMORY CARE COMMUNITY THE	MEDFORD RCF*	50%	22%	13%	10.8	10.8%	0.0%	Yes
WELLSPRINGS ASSISTED LIVING FACILITY	ONTARIO ALF	36%	100%	NA	-	0.0%	0.0%	No
WEST HILLS VILLAGE SENIOR RESIDENCE	PORTLAND RCF	28%	60%	40%	18.0	10.0%	8.0%	Yes
WEST WIND COURT	BANDON RCF	DNR	DNR	DNR	DNR	DNR	DNR	DNR

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WEST WIND ECU	MEDFORD RCF	42%	9%	6%	-	0.0%	0.0%	Yes
WHITEWOOD GARDENS	PORTLAND RCF	79%	100%	NA	2.7	2.7%	0.0%	Yes
WHITEWOOD GARDENS OF GRESHAM	PORTLAND RCF*	DNR	DNR	DNR	DNR	DNR	DNR	DNR
WHITEWOOD GARDENS OF SALEM	SALEM RCF	DNR	DNR	DNR	DNR	DNR	DNR	DNR
WILDFLOWER LODGE	LA GRANDE RCF*	DNR	DNR	DNR	DNR	DNR	DNR	DNR
WILDFLOWER LODGE ASSISTED LIVING COMMUNITY	LA GRANDE ALF	DNR	DNR	DNR	DNR	DNR	DNR	DNR
WILEY CREEK COMMUNITY	SWEET HOME ALF	32%	100%	100%	200.0	66.7%	100.0%	Yes
WILLAMETTE MANOR INC	LEBANON ALF	20%	100%	100%	9.1	9.1%	0.0%	Yes
WILLAMETTE SPRINGS MEMORY CARE	CORVALLIS RCF*	DNR	DNR	DNR	DNR	DNR	DNR	Yes
WILLAMETTE VIEW MEMORY CARE COMMUNITY	MILWAUKIE RCF*	92%	100%	100%	6.7	0.0%	6.7%	Yes
WILLAMETTE VIEW NEIGHBORHOODS	PORTLAND ALF	87%	100%	100%	20.5	2.3%	9.1%	Yes
WILLAMETTE VIEW TERRACE	PORTLAND RCF	95%	100%	100%	-	0.0%	0.0%	Yes
WILLOW CREEK TERRACE	HEPPNER ALF	DNR	DNR	DNR	DNR	DNR	DNR	DNR
WILLOW PLACE	NEWBERG ALF	43%	100%	NA	8.3	4.2%	0.0%	Yes
WINDSONG AT EOLA HILLS	SALEM RCF*	48%	14%	0%	16.2	10.8%	2.7%	Yes
WOODLAND HEIGHTS ASSISTED LIVING	TIGARD ALF	65%	100%	100%	6.0	4.0%	2.0%	Yes
WOODSIDE SENIOR LIVING	SPRINGFIELDALF	53%	100%	0%	20.5	20.5%	0.0%	Yes

Metric Five Resident Survey: % of Responses Very Good (VG) or Excellent Responses

Facility	Facility, City, License Type	Facility: % VG or Excellent	Staff: % VG or Excellent	Care: % VG or Excellent	Food: % VG or Excellent
AAREN BROOKE PLACE	ONTARIO RCF	Under10	Under10	Under10	Under10
ACKERLY AT SHERWOOD THE	SHERWOOD RCF	76	78	75	52
ACKERLY AT SHERWOOD MEMORY CARE THE	SHERWOOD RCF*	76	87	75	52
ACKERLY AT TIMBERLAND THE	PORTLAND ALF	65	70	65	28
ACKERLY MEMORY CARE THE	PORTLAND RCF*	RNV`	RNV	RNV	RNV
ADAMS HOUSE ASSISTED LIVING	MYRTLE CREEK ALF	65	77	73	40
ADARA OAKS LIVING	GRESHAM RCF	8	11	24	32
ADVOCATE CARE	PORTLAND RCF	32	47	35	44
ALDERWOOD ALF	CENTRAL POINT ALF	35	46	60	12
ALPINE HOUSE ASSISTED LIVING	JOSEPH ALF	92	72	76	72
AMBER SENIOR LIVING THE	CLATSKANIE ALF	22	44	39	11
APPLEGATE HOUSE OF GRANTS PASS	GRANTS PASS RCF	DNR	DNR	DNR	DNR
APPLEGATE PLACE	SUTHERLIN ALF	Under10	Under10	Under10	Under10
ARBOR AT AVAMERE COURT THE	KEIZER RCF*	95	100	100	Under10
ARBOR HOUSE OF GRANTS PASS	GRANTS PASS RCF*	DNR	DNR	DNR	DNR
ARBOR OAKS TERRACE MEMORY CARE RESIDENCE	NEWBERG RCF*	100	100	95	69
ARBOR SENIOR LIVING	PORTLAND RCF*	DNR	DNR	DNR	DNR
ARCADIA SENIOR LIVING	PORTLAND ALF	Under10	Under10	Under10	Under10
ASCOT PARK SENIOR LIVING	EUGENE RCF*	59	78	59	48
ASHLEY MANOR - ALAMEDA	ONTARIO RCF	Under10	Under10	Under10	Under10
ASHLEY MANOR - ANIQUE	GRANTS PASS RCF	Under10	Under10	Under10	Under10
ASHLEY MANOR - ARROWHEAD	MEDFORD RCF	Under10	Under10	Under10	Under10
ASHLEY MANOR - ATHENS	PENDLETON RCF	Under10	Under10	Under10	Under10
ASHLEY MANOR - BROOKHURST	MEDFORD RCF	58	67	75	50
ASHLEY MANOR - CONNERS	BEND RCF	Under10	Under10	Under10	Under10
ASHLEY MANOR - HEIDI LANE	GRANTS PASS RCF	DNR	DNR	DNR	DNR
ASHLEY MANOR - HOMEDALE	KLAMATH FALLS RCF	Under10	Under10	Under10	Under10
ASHLEY MANOR - LUND LANE	BAKER CITY RCF	Under10	Under10	Under10	Under10
ASHLEY MANOR - MEADOW LAKES	PRINEVILLE RCF	91	91	100	82

Metric Five Resident Survey: % of Responses Very Good (VG) or Excellent Responses

Facility	Facility, City, License Type	Facility: % VG or Excellent	Staff: % VG or Excellent	Care: % VG or Excellent	Food: % VG or Excellent
ASHLEY MANOR - OAK	MADRAS RCF	Under10	Under10	Under10	Under10
ASHLEY MANOR - PACIFIC HEIGHTS	HOOD RIVER RCF	DNR	DNR	DNR	DNR
ASHLEY MANOR - RIMROCK	REDMOND RCF	DNR	DNR	DNR	DNR
ASHLEY MANOR - ROSEBURG	ROSEBURG RCF	Under10	Under10	Under10	Under10
ASHLEY MANOR - SAGE	HERMISTON RCF	DNR	DNR	DNR	DNR
ASHLEY MANOR - SHASTA	BURNS RCF	DNR	DNR	DNR	DNR
ASHLEY MANOR - WELL SPRINGS	ONTARIO RCF	DNR	DNR	DNR	DNR
ASPEN RIDGE MEMORY CARE	BEND RCF*	74	74	79	89
ASPEN RIDGE RETIREMENT COMMUNITY	BEND ALF	Under10	Under10	Under10	Under10
ASPENS THE	HINES ALF	45	48	53	39
ASSUMPTION VILLAGE	PORTLAND ALF	DNR	DNR	DNR	DNR
ASTOR PLACE	ASTORIA ALF	Under10	Under10	Under10	Under10
ATRIUM AT FLAGSTONE THE	THE DALLES RCF*	DNR	DNR	DNR	DNR
ATRIUM AT MCLOUGHLIN PLACE THE	OREGON CITY RCF*	RNV	RNV	RNV	RNV
AUTUMN GARDEN HOME RCF LLC	PORTLAND RCF*	DNR	DNR	DNR	DNR
AUTUMN HOUSE OF GRANTS PASS	GRANTS PASS RCF*	DNR	DNR	DNR	DNR
AVALON RESIDENTIAL CARE CENTER PORTLAND	PORTLAND RCF	Under10	Under10	Under10	Under10
AVAMERE AT ALBANY	ALBANY ALF	Under10	RNV	Under10	RNV
AVAMERE AT BETHANY	PORTLAND RCF*	89	100	83	88
AVAMERE AT BETHANY ASSISTED LIVING FACILITY	PORTLAND ALF	76	89	66	48
AVAMERE AT CASCADIA VILLAGE	SANDY ALF	82	59	33	14
AVAMERE AT CHESTNUT LANE	GRESHAM ALF	58	66	59	35
AVAMERE AT HERMISTON	HERMISTON ALF	94	100	94	83
AVAMERE AT HILLSBORO	HILLSBORO RCF*	75	83	92	67
AVAMERE AT HILLSBORO ASSISTED LIVING FACILITY	HILLSBORO ALF	71	58	78	66
AVAMERE AT NEWBERG	NEWBERG RCF*	RNV	RNV	RNV	RNV
AVAMERE AT OAK PARK	ROSEBURG ALF	Under10	Under10	Under10	Under10
AVAMERE AT PARK PLACE	PORTLAND ALF	0	77	100	31
AVAMERE AT SANDY	SANDY RCF*	100	100	100	100

Metric Five Resident Survey: % of Responses Very Good (VG) or Excellent Responses

Facility	Facility, City, License Type	Facility: % VG or Excellent	Staff: % VG or Excellent	Care: % VG or Excellent	Food: % VG or Excellent
AVAMERE AT SANDY ASSISTED LIVING FACILITY	SANDY ALF	81	90	90	80
AVAMERE AT SEASIDE RESIDENTIAL CARE FACILITY	SEASIDE RCF*	Under10	Under10	Under10	Under10
AVAMERE AT SHERWOOD	SHERWOOD RCF*	30	40	50	40
AVAMERE AT SHERWOOD ASSISTED LIVING FACILITY	SHERWOOD ALF	50	77	63	33
AVAMERE AT ST HELENS	SAINT HELENSRCF*	Under10	Under10	Under10	Under10
AVAMERE AT WATERFORD ASSISTED LIVING FACILITY	MEDFORD ALF	DNR	DNR	DNR	DNR
AVAMERE COURT AT KEIZER RCF	KEIZER RCF	Under10	Under10	Under10	Under10
AVAMERE LIVING AT NEWBERG	NEWBERG ALF	88	92	92	63
AVAMERE LIVING AT ST HELENS	SAINT HELENS ALF	63	75	83	70
AVEENA MEMORY CARE	DAMASCUS RCF*	Under10	Under10	Under10	Under10
AWBREY PLACE	BEND ALF	DNR	DNR	DNR	DNR
AWBREY PLACE MEMORY CARE	BEND RCF*	Under10	Under10	Under10	Under10
AZALEA GARDENS SENIOR LIVING	BROOKINGS ALF*	DNR	DNR	DNR	DNR
BARBUR VISTA RESIDENTIAL CARE	PORTLAND RCF	50	50	50	58
BARTLETT HOUSE OF MEDFORD MEMORY CARE COMMUNITY	MEDFORD RCF*	93	100	100	100
BATTLE CREEK MEMORY CARE	SALEM RCF*	80	93	83	80
BAYBERRY COMMONS ASSISTED LIVING	SPRINGFIELD ALF	DNR	DNR	DNR	DNR
BAYBERRY COMMONS MEMORY CARE	SPRINGFIELD RCF*	DNR	DNR	DNR	DNR
BAYSIDE TERRACE ASSISTED LIVING	COOS BAY ALF	0	0	0	0
BAYSIDE TERRACE MEMORY CARE	COOS BAY RCF*	Under10	Under10	Under10	Under10
BEAR CREEK MEMORY CARE LLC	MOLALLA RCF*	88	91	91	88
BETTER LIVING RCF	PORTLAND RCF	DNR	DNR	DNR	DNR
BLUE HAVEN MEMORY CARE - DALLAS	DALLAS RCF*	Under10	Under10	Under10	Under10
BLUE HAVEN MEMORY CARE - INDEPENDENCE	INDEPENDENCE RCF*	100	100	100	100
BONAVENTURE OF ALBANY ASSISTED LIVING	ALBANY ALF	DNR	DNR	DNR	DNR
BONAVENTURE OF ALBANY MEMORY CARE	ALBANY RCF*	DNR	DNR	DNR	DNR
BONAVENTURE OF GRESHAM ASSISTED LIVING	GRESHAM ALF	DNR	DNR	DNR	DNR
BONAVENTURE OF GRESHAM MEMORY CARE	GRESHAM RCF*	DNR	DNR	DNR	DNR

Metric Five Resident Survey: % of Responses Very Good (VG) or Excellent Responses

Facility	Facility, City, License Type	Facility: % VG or Excellent	Staff: % VG or Excellent	Care: % VG or Excellent	Food: % VG or Excellent
BONAVENTURE OF KEIZER ASSISTED LIVING	KEIZER ALF	DNR	DNR	DNR	DNR
BONAVENTURE OF KEIZER MEMORY CARE	KEIZER RCF*	DNR	DNR	DNR	DNR
BONAVENTURE OF MEDFORD ASSISTED LIVING	MEDFORD ALF	91	0	0	0
BONAVENTURE OF MEDFORD MEMORY CARE	MEDFORD RCF*	5	0	11	0
BONAVENTURE OF SALEM ASSISTED LIVING	SALEM ALF	79	79	79	79
BONAVENTURE OF SALEM MEMORY CARE	SALEM RCF*	100	100	100	100
BONAVENTURE OF TIGARD ASSISTED LIVING	TIGARD ALF	DNR	DNR	DNR	DNR
BONAVENTURE OF TIGARD MEMORY CARE	TIGARD RCF*	DNR	DNR	DNR	DNR
BOONE RIDGE MEMORY CARE	SALEM RCF*	DNR	DNR	DNR	DNR
BOONE RIDGE SENIOR LIVING COMMUNITY	SALEM ALF	DNR	DNR	DNR	DNR
BRIDGE ASSISTED LIVING THE	GRANTS PASS ALF	33	47	47	10
BRIDGECREEK MEMORY CARE	LEBANON RCF*	75	94	88	63
BRIDGEWOOD RIVERS ASSISTED LIVING	ROSEBURG ALF	33	67	83	RNV
BRIGHTCREEK AT SEA VIEW	BROOKINGS RCF*	Under10	Under10	Under10	Under10
BROOKDALE BEAVERTON	BEAVERTON RCF*	DNR	DNR	DNR	DNR
BROOKDALE BEND	BEND RCF*	DNR	DNR	DNR	DNR
BROOKDALE FOREST GROVE	FOREST GROVE RCF	9	17	5	0
BROOKDALE GEARY STREET	ALBANY ALF	20	30	20	20
BROOKDALE GEARY STREET MEMORY CARE	ALBANY RCF*	DNR	DNR	DNR	DNR
BROOKDALE MCMINNVILLE CITY CENTER	MCMINNVILLE ALF	33	42	33	9
BROOKDALE MCMINNVILLE CITY CENTER MEMORY CARE	MCMINNVILLE RCF*	DNR	DNR	DNR	DNR
BROOKDALE MCMINNVILLE TOWN CENTER	MCMINNVILLE RCF	Under10	Under10	Under10	Under10
BROOKDALE MEDFORD	MEDFORD RCF	0	0	0	0
BROOKDALE MT HOOD	GRESHAM RCF	36	54	43	8
BROOKDALE NEWBERG	NEWBERG ALF	30	60	Under10	30
BROOKDALE ONTARIO	ONTARIO RCF	Under10	Under10	Under10	Under10
BROOKDALE OSWEGO SPRINGS - PORTLAND	PORTLAND ALF	Under10	Under10	Under10	Under10
BROOKDALE REDMOND ASSISTED LIVING	REDMOND ALF	Under10	Under10	Under10	Under10
BROOKDALE REDMOND CLARE BRIDGE	REDMOND RCF*	DNR	DNR	DNR	DNR

Metric Five Resident Survey: % of Responses Very Good (VG) or Excellent Responses

Facility	Facility, City, License Type	Facility: % VG or Excellent	Staff: % VG or Excellent	Care: % VG or Excellent	Food: % VG or Excellent
BROOKDALE RIVER ROAD	KEIZER ALF	Under10	Under10	Under10	Under10
BROOKDALE RIVER VALLEY TUALATIN	TUALATIN RCF*	18	45	18	0
BROOKDALE ROSE VALLEY SCAPPOOSE	SCAPPOOSE ALF	DNR	DNR	DNR	DNR
BROOKDALE ROSEBURG	ROSEBURG RCF*	100	100	100	0
BROOKDALE SALEM	SALEM RCF*	75	90	80	0
BROOKDALE TROUTDALE	TROUTDALE RCF*	DNR	DNR	DNR	DNR
BROOKDALE WILSONVILLE	WILSONVILLE RCF	DNR	DNR	DNR	DNR
BROOKSIDE MEMORY CARE	TIGARD RCF*	100	100	100	100
BROOKSIDE PLACE	REDMOND ALF	37	60	45	35
BROOKSTONE ALZHEIMER'S SPECIAL CARE CENTER	SALEM RCF*	52	38	45	48
BUTTE THE	GRESHAM RCF	13	20	23	8
CALLAHAN COURT MEMORY CARE COM	ROSEBURG RCF*	50	67	56	40
CALLAHAN VILLAGE ASSISTED LIVING	ROSEBURG ALF	52	68	36	28
CANFIELD PLACE RETIREMENT COMMUNITY	BEAVERTON ALF	82	90	84	64
CANYON RIM ASSISTED LIVING	MAUPIN ALF	75	54	54	33
CAPITAL MANOR RETIREMENT COMMUNITY	SALEM RCF*	DNR	DNR	DNR	DNR
CARRIAGE PLACE	PRINEVILLE RCF*	Under10	Under10	Under10	Under10
CASCADE AIDS PROJECT / OUR HOUSE OF PORTLAND	PORTLAND RCF	80	80	90	40
CASCADE PARK RETIREMENT CENTER	WOODBURN RCF	DNR	DNR	DNR	DNR
CASCADE VALLEY ASSISTED LIVING	MILTON FREEWATER ALF	65	71	53	35
CASCADE VALLEY MEMORY CARE	MILTON FREEWATER RCF*	RNV	RNV	RNV	RNV
CASCADES OF BEND RETIREMENT COMMUNITY	BEND RCF	65	94	94	18
CASCADES OF GRANTS PASS - THE POINTE	GRANTS PASS RCF*	60	53	67	40
CASCADES OF GRANTS PASS - THE VILLAGE	GRANTS PASS ALF	49	69	62	28
CASCADES OF STAYTON	STAYTON ALF	39	42	37	40
CEDAR CREST ALZHEIMER SPECIAL CARE CENTER	TUALATIN RCF*	29	26	26	21
CEDAR VILLAGE ASSISTED LIVING COMMUNITY	SALEM ALF	72	60	86	50
CEDAR VILLAGE MEMORY CARE COMMUNITY	SALEM RCF*	Under10	Under10	Under10	Under10
CELIA'S HOUSE IN HOLMES PARK	MEDFORD RCF	50	68	73	59

Metric Five Resident Survey: % of Responses Very Good (VG) or Excellent Responses

Facility	Facility, City, License Type	Facility: % VG or Excellent	Staff: % VG or Excellent	Care: % VG or Excellent	Food: % VG or Excellent
CHANTELE'S LOVING TOUCH MEMORY CARE	SUTHERLIN RCF*	100	100	100	0
CHATEAU GARDENS MEMORY CARE COMMUNITY	SPRINGFIELD RCF*	Under10	Under10	Under10	Under10
CHERRY BLOSSOM COTTAGE	PORTLAND RCF	DNR	DNR	DNR	DNR
CHERRY PARK PLAZA	TROUTDALE RCF*	Under10	Under10	Under10	Under10
CHERRYWOOD MEMORY CARE - REVERE COURT	MCMINNVILLE RCF*	0	0	0	Under10
CHINOOK PLACE	MADRAS ALF	RNV	RNV	RNV	RNV
CHINOOK PLACE MEMORY CARE	MADRAS RCF*	Under10	Under10	Under10	Under10
CHURCHILL ESTATES ASSISTED LIVING	EUGENE ALF	83	91	83	61
CHURCHILL RETIREMENT ASSISTED LIVING	EUGENE ALF*	83	92	83	61
CLACKAMAS VIEW SENIOR LIVING - MILWAUKIE	MILWAUKIE RCF	Under10	Under10	80	90
CLATSOP CARE MEMORY COMMUNITY	WARRENTON RCF*	DNR	DNR	DNR	DNR
CLATSOP CARE RETIREMENT VILLAGE	ASTORIA ALF	RNV	RNV	RNV	RNV
COMFORT CARE	KLAMATH FALLS RCF	Under10	Under10	Under10	Under10
CONIFER HOUSE RESIDENTIAL CARE & MEMORY CARE	CORVALLIS RCF*	27	79	73	27
CORAL SPRINGS RESIDENTIAL CARE	SALEM RCF	45	73	68	41
CORNELL ESTATES RETIREMENT & ASST LIVING RES	HILLSBORO ALF	Under10	Under10	Under10	Under10
CORNELL LANDING MC OF CEDAR MILL	PORTLAND RCF*	100	100	100	100
CORNELL LANDING OF CEDAR MILL	PORTLAND ALF	100	100	100	100
CORVALLIS CARING PLACE ASSISTED LIVING	CORVALLIS ALF	78	83	81	39
COTTAGES SENIOR LIVING THE	PORTLAND RCF*	62	61	48	36
COUNTRY MEADOWS VILLAGE	WOODBURN ALF	Under10	Under10	Under10	Under10
COUNTRYSIDE LIVING MEMORY CARE	CANBY RCF*	75	81	88	56
COUNTRYSIDE LIVING MEMORY CARE SOUTH	CANBY RCF*	RNV	RNV	RNV	RNV
COUNTRYSIDE LIVING OF REDMOND	REDMOND RCF*	DNR	DNR	DNR	DNR
COUNTRYSIDE VILLAGE	GRANTS PASS ALF	Under10	Under10	Under10	Under10
COUNTRYSIDE VILLAGE LODGE	GRANTS PASS RCF*	Under10	Under10	Under10	Under10
COURTYARD AT HILLSIDE MEMORY CARE	MCMINNVILLE RCF*	DNR	DNR	DNR	DNR
COURTYARD AT MT TABOR	PORTLAND ALF	RNV	RNV	RNV	RNV
COURTYARD AT MT TABOR GARDEN HOUSE	PORTLAND RCF*	DNR	DNR	DNR	DNR

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COURTYARD AT MT TABOR PAVILION	PORTLAND RCF*	DNR	DNR	DNR	DNR
COURTYARD FOUNTAINS ASSISTED LIVING COMMUNITY	GRESHAM ALF	DNR	DNR	DNR	DNR
CRYSTAL TERRACE	KLAMATH FALLS RCF	80	83	67	27
CRYSTAL TERRACE MEMORY CARE	KLAMATH FALLS RCF*	DNR	DNR	DNR	DNR
CURRY MANOR	ROSEBURG RCF*	DNR	DNR	DNR	DNR
DALLAS RETIREMENT VILLAGE ASSISTED LIVING	DALLAS ALF	DNR	DNR	DNR	DNR
DALLAS RETIREMENT VILLAGE ASSISTED LIVING HUD	DALLAS ALF	DNR	DNR	DNR	DNR
DALLAS RETIREMENT VILLAGE MEMORY CARE CENTER	DALLAS RCF*	DNR	DNR	DNR	DNR
DAVENPORT PLACE	SILVERTON ALF	93	96	89	78
DEERFIELD VILLAGE ASSISTED LIVING	MILWAUKIE ALF	DNR	DNR	DNR	DNR
DESIRE FOR HEALING INC	PENDLETON RCF	81	81	81	63
DONHAM PLACE INC	PORTLAND RCF	Under10	55	60	60
DORIAN PLACE ASSISTED LIVING	ONTARIO ALF	Under10	Under10	Under10	Under10
EAST CASCADE MEMORY CARE COMMUNITY	MADRAS RCF*	DNR	DNR	DNR	DNR
EAST CASCADE RETIREMENT COMMUNITY	MADRAS ALF	35	60	50	10
EDGEWOOD POINT MEMORY CARE	BEAVERTON RCF*	RNV	RNV	RNV	RNV
EDGEWOOD POINT SENIOR LIVING	BEAVERTON ALF	51	64	56	31
ELITE CARE ADAMS - HOOD	MILWAUKIE RCF	30	49	18	42
ELITE CARE JEFFERSON - ASHLAND	MILWAUKIE RCF	30	38	18	52
ELITE CARE LARCH - TABOR	MILWAUKIE RCF	30	28	18	52
ELITE CARE RAINIER - HELENS	MILWAUKIE RCF	30	35	27	52
ELLIOTT RESIDENCE	SUBLIMITY ALF	Under10	Under10	Under10	Under10
EMERALD GARDENS	WOODBURN RCF*	DNR	DNR	DNR	DNR
EMERALD VALLEY ASSISTED LIVING	EUGENE ALF	63	75	56	25
EMERSON HOUSE PORTLAND	PORTLAND RCF*	0	100	0	0
EVERGREEN MEMORY CARE	EUGENE RCF*	RNV	RNV	RNV	RNV
EVERGREEN SENIOR LIVING	EUGENE ALF	67	72	68	41
EXPRESSIONS AT SUMMERPLACE	PORTLAND RCF*	DNR	DNR	DNR	DNR
FANNO CREEK BY ELITE CARE	TIGARD RCF	33	19	13	19

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FARMINGTON SQUARE BEAVERTON	BEAVERTON RCF*	DNR	DNR	DNR	DNR
FARMINGTON SQUARE GRESHAM	GRESHAM RCF*	DNR	DNR	DNR	DNR
FARMINGTON SQUARE MEDFORD	MEDFORD RCF*	DNR	DNR	DNR	DNR
FAYE WRIGHT SENIOR LIVING	SALEM RCF*	81	70	50	20
FIRCREST ASSISTED LIVING	MCMINNVILLE ALF	21	36	22	23
FIRCREST SENIOR LIVING	MCMINNVILLE RCF*	Under10	Under10	Under10	Under10
FIRWOOD GARDENS RCF	PORTLAND RCF*	43	58	50	23
FLAGSTONE RETIREMENT & ASSISTED LIVING	THE DALLES ALF	Under10	Under10	Under10	Under10
FOOTSTEPS AT CARMAN OAKS	LAKE OSWEGO RCF*	DNR	DNR	DNR	DNR
FOOTSTEPS AT CLACKAMAS WOODS	MILWAUKIE RCF*	89	97	87	62
FOOTSTEPS AT GREER GARDENS	EUGENE RCF*	DNR	DNR	DNR	DNR
FOOTSTEPS AT LAKE OSWEGO	LAKE OSWEGO RCF*	RNV	RNV	RNV	RNV
FOOTSTEPS AT MILL CREEK	THE DALLES RCF*	65	70	60	45
FOOTSTEPS AT SHERWOOD	SHERWOOD RCF*	DNR	DNR	DNR	DNR
FOOTSTEPS AT TANASBOURNE	HILLSBORO RCF*	DNR	DNR	DNR	DNR
FOOTSTEPS AT WILSONVILLE	WILSONVILLE RCF*	RNV	RNV	RNV	RNV
FOREST GLEN SENIOR LIVING	CANYONVILLE RCF	DNR	DNR	DNR	DNR
FOREST GROVE BEEHIVE	FOREST GROVE ALF	Under10	Under10	Under10	Under10
FOREST MEADOWS	GRANTS PASS RCF	100	100	100	100
FORUM AT TOWN CENTER THE	HAPPY VALLEY ALF	DNR	DNR	DNR	DNR
FOUNTAIN PLAZA	MEDFORD RCF	DNR	DNR	DNR	DNR
FOX HOLLOW INDEPENDENT & ASSISTED LIVING COMMUNITY	BEND ALF	71	64	67	27
FOX HOLLOW RESIDENTIAL CARE COMMUNITY	EUGENE RCF	67	83	78	53
FRIENDSVIEW RETIREMENT COMMUNITY	NEWBERG RCF*	86	82	90	23
GARDENS THE	LINCOLN CITY RCF*	DNR	DNR	DNR	DNR
GARDENS AT LAURELHURST VILLAGE THE	PORTLAND ALF	DNR	DNR	DNR	DNR
GATEWAY GARDENS	EUGENE RCF*	DNR	DNR	DNR	DNR
GATEWAY LIVING	SPRINGFIELD RCF*	DNR	DNR	DNR	DNR

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GIBSON CREEK RETIREMENT & ASST LIVING RESIDENCE	SALEM ALF	DNR	DNR	DNR	DNR
GILMAN PARK ASSISTED LIVING	OREGON CITY ALF	DNR	DNR	DNR	DNR
GOLDEN ACRES RETIREMENT CENTER	PORTLAND RCF	DNR	DNR	DNR	DNR
GOLDEN AGE CENTER INC	MILWAUKIE RCF*	DNR	DNR	DNR	DNR
GOLDEN AGE LIVING LLC	MILWAUKIE RCF*	DNR	DNR	DNR	DNR
GRACE MANOR RESIDENTIAL CARE COMMUNITY	EUGENE RCF	74	89	78	48
GRANDE RONDE RETIREMENT RESD	LA GRANDE ALF	84	84	77	60
GREENRIDGE ESTATES	LAKE OSWEGO ALF	Under10	Under10	Under10	0
GROVE AT PEAR VALLEY MEMORY CARE THE	CENTRAL POINT RCF*	DNR	DNR	DNR	DNR
GUARDIAN ANGEL HOMES	HERMISTON ALF	90	93	93	70
GUARDIAN ANGEL HOMES MEMORY CARE	HERMISTON RCF*	RNV	RNV	RNV	RNV
HARMONY HOUSE OF SALEM	SALEM RCF*	DNR	DNR	DNR	DNR
HARMONY LIVING INC	MCMINNVILLE RCF	DNR	DNR	DNR	DNR
HARVEST HOMES INC	PORTLAND ALF	60	80	70	30
HARVEST HOMES RCF	PORTLAND RCF*	DNR	DNR	DNR	DNR
HAVEN HOUSE RETIREMENT CENTER	FOSSIL RCF	0	0	0	0
HAWKS RIDGE SENIOR ASSISTED LIVING COMMUNITY	HOOD RIVER ALF	RNV	0	0	0
HAWTHORNE GARDENS MEMORY CARE COMMUNITY	PORTLAND RCF*	DNR	DNR	DNR	DNR
HAWTHORNE GARDENS SENIOR LIVING COMMUNITY	PORTLAND ALF	DNR	DNR	DNR	DNR
HAWTHORNE HOUSE THE	FOREST GROVE RCF*	Under10	Under10	Under10	Under10
HAWTHORNE HOUSE OF SALEM	SALEM RCF*	80	60	60	Under10
HEALTHIUS RESIDENTIAL CARE FACILITY LLC	TIGARD RCF	DNR	DNR	DNR	DNR
HEARTHSTONE AT MURRAYHILL	BEAVERTON RCF*	100	93	90	82
HEARTHSTONE AT MURRAYHILL ASSISTED LIVING	BEAVERTON ALF	96	100	100	56
HEARTHSTONE OF BEAVERTON	BEAVERTON ALF	Under10	Under10	RNV	RNV
HEARTWOOD PLACE	WOODBURN RCF*	100	100	100	RNV
HERITAGE HOUSE OF WOODBURN	WOODBURN RCF*	DNR	DNR	DNR	DNR
HERON POINTE SENIOR LIVING	MONMOUTH ALF	Under10	Under10	Under10	Under10
HIGH LOOKEE LODGE	WARM SPRINGS ALF	DNR	DNR	DNR	DNR

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HILLSIDE PLACE	LINCOLN CITY ALF	Under10	Under10	Under10	Under10
HILLSIDE PLACE MEMORY CARE	LINCOLN CITY RCF*	RNV	RNV	RNV	RNV
HOLI SENIOR LIVING	HILLSBORO RCF*	86	82	91	45
HOLLADAY PARK PLAZA	PORTLAND RCF	DNR	DNR	DNR	DNR
HOLLY RESIDENTIAL CARE CENTER	EUGENE RCF	RNV	RNV	Under10	Under10
HOMWOOD HEIGHTS ASSISTED LIVING	MILWAUKIE ALF	66	68	65	30
HORTON PLAZA	MEDFORD RCF	DNR	DNR	DNR	DNR
IHOME CARE	PORTLAND RCF	DNR	DNR	DNR	DNR
INLAND POINT RETIREMENT COMMUNITY	NORTH BEND ALF	70	70	70	RNV
INSPIRED SENIOR LIVING OF HILLSBORO	HILLSBORO RCF*	DNR	DNR	DNR	DNR
IUDITAS' MEMORY CARE LIMITED LIABILITY COMPANY	SALEM RCF*	DNR	DNR	DNR	DNR
IVY COURT SENIOR LIVING	MILWAUKIE RCF	Under10	Under10	Under10	Under10
JEFFERSON LODGE MEMORY CARE COMMUNITY	DALLAS RCF*	Under10	Under10	60	30
JENNINGS MCCALL CENTER	FOREST GROVE ALF	RNV	RNV	RNV	RNV
JENNINGS MCCALL RCF	FOREST GROVE RCF*	100	100	100	100
JUNCTION CITY RETIREMENT & ASSISTED LIVING RES	JUNCTION CITY ALF	DNR	DNR	DNR	DNR
JUNIPER CANYON LIVING	REDMOND RCF	DNR	DNR	DNR	DNR
JUNIPER HOUSE	PENDLETON ALF	70	82	82	21
JUNIPER HOUSE MEMORY CARE	PENDLETON RCF*	DNR	DNR	DNR	DNR
JUNIPER SPRINGS SENIOR LIVING	REDMOND ALF	Under10	Under10	Under10	Under10
JURGENS PARK SENIOR LIVING	TUALATIN RCF*	29	33	33	19
KELLOGG ASSISTED LIVING AT MARY'S WOODS	LAKE OSWEGO ALF	69	75	69	31
KELLYVILLE RCF	PORTLAND RCF	70	69	68	48
KINSINGTON AT REDWOOD PARK	GRANTS PASS RCF*	36	55	0	0
KINSINGTON OAK GROVE	MEDFORD RCF*	90	75	63	56
KINSINGTON PLACE	GRANTS PASS RCF*	DNR	DNR	DNR	DNR
LAKELAND SENIOR LIVING	EAGLE POINT ALF	Under10	Under10	Under10	Under10
LAKEVIEW GARDENS ASSISTED LIVING FACILITY	LAKEVIEW ALF	75	75	75	75
LAKEVIEW SENIOR LIVING	LINCOLN CITY ALF	64	56	84	56

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LANCASTER VILLAGE 2	SALEM ALF	Under10	Under10	Under10	Under10
LANDING - A SENIOR LIVING COMMUNITY THE	ROSEBURG ALF	Under10	Under10	Under10	Under10
LAUREL PARC AT BETHANY	PORTLAND ALF*	RNV	RNV	RNV	RNV
LAUREL PINES RETIREMENT LODGE	WHITE CITY RCF	DNR	DNR	DNR	DNR
LAURELHURST HOUSE	PORTLAND ALF	Under10	Under10	Under10	Under10
LIBERTY POINTE	GRESHAM RCF*	38	35	46	15
LODGE IN SISTERS THE	SISTERS ALF	78	66	84	41
LONE OAK ASSISTED LIVING FACILITY	EUGENE ALF	49	50	51	26
LYDIA'S HOUSE	ALBANY RCF*	100	100	100	74
MACDONALD RESIDENCE	PORTLAND ALF	Under10	Under10	Under10	Under10
MAGNOLIA GARDENS MEMORY CARE	COTTAGE GROVE RCF*	80	100	70	RNV
MAGNOLIA GARDENS SENIOR LIVING	COTTAGE GROVE ALF	84	100	88	76
MANOR TERRACE CARE SUITES	MEDFORD RCF	DNR	DNR	DNR	DNR
MAPLE RIDGE SENIOR LIVING	ASHLAND ALF	100	100	100	0
MAPLE VALLEY MEMORY CARE	MCMINNVILLE RCF*	Under10	Under10	Under10	Under10
MAPLEVIEW MANOR LLC	MILWAUKIE RCF*	DNR	DNR	DNR	DNR
MARIE ROSE CENTER ASSISTED LIVING	LAKE OSWEGO ALF	94	89	78	72
MARIE ROSE RESIDENTIAL CARE	LAKE OSWEGO RCF*	75	75	65	33
MARJORIE HOUSE MEMORY CARE COMMUNITY	MCMINNVILLE RCF*	DNR	DNR	DNR	DNR
MARKHAM HOUSE RETIREMENT COMMUNITY	PORTLAND ALF	66	76	79	86
MARQUIS AUTUMN HILLS RESIDENTIAL MEMORY CARE	PORTLAND RCF*	Under10	Under10	Under10	Under10
MARQUIS FOREST GROVE ASSISTED LIVING	FOREST GROVE ALF	Under10	Under10	Under10	Under10
MARQUIS HOPE VILLAGE ALF	CANBY ALF	87	93	80	80
MARQUIS HOPE VILLAGE MEMORY CARE	CANBY RCF*	RNV	RNV	RNV	RNV
MARQUIS PIEDMONT ASSISTED LIVING	PORTLAND ALF	Under10	Under10	Under10	Under10
MARQUIS TUALATIN ASSISTED LIVING	TUALATIN ALF	Under10	Under10	Under10	Under10
MARQUIS WILSONVILLE ASSISTED LIVING	WILSONVILLE ALF	Under10	Under10	Under10	Under10
MARYVILLE MEMORY CARE	BEAVERTON RCF*	Under10	Under10	Under10	Under10
MCKAY CREEK ESTATES	PENDLETON ALF	68	74	74	15

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MCKENZIE LIVING	SPRINGFIELD RCF	DNR	DNR	DNR	DNR
MCKENZIE LIVING EUGENE	EUGENE RCF	DNR	DNR	DNR	DNR
MCKENZIE MANOR MEMORY CARE	EUGENE RCF*	100	100	100	100
MCKILLOP RESIDENCE	SUBLIMITY ALF	100	100	100	56
MCLOUGHLIN MEMORY CARE OF OREGON	OREGON CITY RCF*	73	73	55	27
MCLOUGHLIN PLACE SENIOR LIVING	OREGON CITY ALF	73	73	55	27
MCMINNVILLE MEMORY CARE LLC	MCMINNVILLE RCF*	DNR	DNR	DNR	DNR
MEADOW AT MT BACHELOR MEMORY CARE THE	BEND RCF*	100	100	100	100
MEADOW CREEK VILLAGE ASSISTED LIVING	SALEM ALF	80	80	Under10	60
MEADOWBROOK PLACE	BAKER CITY ALF	75	78	75	44
MEADOWLARK SENIOR LIVING	LEBANON ALF	29	29	12	12
MEADOWS COURTYARD	OREGON CITY RCF	95	100	100	42
MEMORY LANE HOMES OF BAKER	BAKER CITY RCF	DNR	DNR	DNR	DNR
MEMORY SUPPORT CENTER AT ROGUE VALLEY MANOR	MEDFORD RCF*	DNR	DNR	DNR	DNR
MERRILL GARDENS AT EUGENE	EUGENE RCF*	RNV	RNV	RNV	RNV
MERRILL GARDENS AT SHELDON PARK	EUGENE ALF	82	40	40	33
MIDDLEFIELD OAKS ASSISTED LIVING COMMUNITY	COTTAGE GROVE ALF	47	61	55	22
MIDDLEFIELD OAKS MEMORY CARE COMMUNITY	COTTAGE GROVE RCF*	DNR	DNR	DNR	DNR
MIDWAY RCF	PORTLAND RCF	83	50	50	67
MILL VIEW MEMORY CARE	BEND RCF*	DNR	DNR	DNR	DNR
MIRABELLA AT SOUTH WATERFRONT	PORTLAND ALF	DNR	DNR	DNR	DNR
MIRACLE HEIGHTS AT HAPPY VALLEY	HAPPY VALLEY RCF	100	100	96	81
MIRAMONT POINTE	CLACKAMAS RCF*	70	90	90	90
MONARCH GARDENS MEMORY CARE	BROOKINGS RCF*	RNV	Under10	RNV	Under10
MONTEREY COURT MEMORY CARE	HAPPY VALLEY RCF*	35	69	38	100
MORNINGSTAR ASSISTED LIVING OF BEAVERTON	BEAVERTON ALF	0	0	0	0
MORNINGSTAR MEMORY CARE OF BEAVERTON	BEAVERTON RCF*	0	0	0	0
MORNINGSTAR OF HAPPY VALLEY ASSISTED LIVING	HAPPY VALLEY ALF	47	50	26	39
MORNINGSTAR OF HAPPY VALLEY MEMORY CARE	HAPPY VALLEY RCF*	DNR	DNR	DNR	DNR

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MORROW HEIGHTS RET & AL COMM	ROGUE RIVER ALF	66	75	69	44
MOUNTAIN PARK MEMORY CARE COMMUNITY	CLACKAMAS RCF*	DNR	DNR	DNR	DNR
MOUNTAIN VIEW RESIDENTIAL CARE FACILITY	GRESHAM RCF	100	91	91	82
MT ANGEL TOWERS	MOUNT ANGEL RCF	50	64	64	36
MT BACHELOR ASSISTED LIVING	BEND ALF	DNR	DNR	DNR	DNR
MT BACHELOR MEMORY CARE	BEND RCF*	80	80	80	93
MT SCOTT RESIDENTIAL CARE HOME	PORTLAND RCF	DNR	DNR	DNR	DNR
MURRAY HIGHLAND	BEAVERTON RCF*	DNR	DNR	DNR	DNR
MYRTLE POINT CARE CENTER RCF	MYRTLE POINT RCF	DNR	DNR	DNR	DNR
NEAWANNA BY THE SEA	SEASIDE ALF	RNV	RNV	RNV	RNV
NEW FRIENDS MEMORY AND RESIDENTIAL CARE OF FLORENC	FLORENCE RCF*	DNR	DNR	DNR	DNR
NEW FRIENDS OF COOS BAY LLC	COOS BAY RCF*	DNR	DNR	DNR	DNR
NORTHWEST MEMORY CARE	FLORENCE RCF*	Under10	Under10	Under10	Under10
NYSSA GARDENS ASSISTED LIVING FACILITY	NYSSA ALF	90	83	93	79
OAK LANE RETIREMENT	GRANTS PASS RCF*	DNR	DNR	DNR	DNR
OAKS AT LEBANON THE	LEBANON ALF	70	96	91	26
OAKTREE RESIDENTIAL LIVING	EUGENE RCF	DNR	DNR	DNR	DNR
OCEAN RIDGE RETIREMENT & ASSISTED LIVING COMMUNITY	COOS BAY ALF	73	86	82	50
OCEANVIEW ASSISTED LIVING RESIDENCE	NEWPORT ALF	50	71	79	36
ODD FELLOWS HOME OF OREGON THE	PORTLAND RCF	DNR	DNR	DNR	DNR
ORCHARDS ASSISTED LIVING	MEDFORD ALF	RNV	RNV	RNV	RNV
OSWEGO GROVE	LAKE OSWEGO RCF*	Under10	Under10	Under10	Under10
OSWEGO PLACE ASSISTED LIVING COMMUNITY	LAKE OSWEGO ALF	DNR	DNR	DNR	DNR
PACIFIC GARDENS ALZHEIMER'S SPECIAL CARE CENTER	PORTLAND RCF*	64	82	100	82
PACIFIC GROVE MEMORY CARE	FOREST GROVE RCF*	78	100	100	69
PACIFIC GROVE SENIOR LIVING COMMUNITY	FOREST GROVE ALF	98	98	98	70
PACIFIC VIEW ASSISTED LIVING COMMUNITY	BANDON ALF	67	77	59	36

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Facility	Facility, City, License Type	Facility: % VG or Excellent	Staff: % VG or Excellent	Care: % VG or Excellent	Food: % VG or Excellent
PACIFIC VIEW MEMORY CARE COMMUNITY	BANDON RCF*	58	92	83	17
PACIFICA SENIOR LIVING CALAROGA TERRACE	PORTLAND RCF	DNR	DNR	DNR	DNR
PACIFICA SENIOR LIVING KLAMATH FALLS	KLAMATH FALLS ALF	DNR	DNR	DNR	DNR
PARKHURST PLACE	HOOD RIVER ALF	Under10	Under10	Under10	Under10
PARKLAND VILLAGE RETIREMENT COMMUNITY	MCMINNVILLE ALF	68	83	78	28
PARKVIEW ASSISTED LIVING	PORTLAND ALF	50	65	44	21
PARKVIEW MEMORY CARE AT CHERRYWOOD VILLAGE	PORTLAND RCF*	DNR	DNR	DNR	DNR
PEAR VALLEY SENIOR LIVING	CENTRAL POINT ALF	95	RNV	RNV	RNV
PELICAN POINTE	KLAMATH FALLS RCF	DNR	DNR	DNR	DNR
PELICAN POINTE ASSISTED LIVING COMMUNITY	KLAMATH FALLS ALF	20	89	89	0
PHEASANT POINTE ASSISTED LIVING COMMUNITY	MOLALLA ALF	RNV	RNV	RNV	RNV
PHEASANT POINTE MEMORY CARE COMMUNITY	MOLALLA RCF*	Under10	Under10	Under10	Under10
PINES AT JUNIPER SPRINGS THE	REDMOND RCF*	88	83	88	90
PINES AT THE LANDING THE	ROSEBURG RCF*	RNV	RNV	RNV	RNV
PIONEER PLACE ASSISTED LIVING	VALE ALF	89	89	85	44
PIONEER VILLAGE	JACKSONVILLE ALF	DNR	DNR	DNR	DNR
POWELL VALLEY ASSISTED LIVING COMMUNITY	GRESHAM ALF	53	68	38	26
POWELL VALLEY MEMORY CARE COMMUNITY	GRESHAM RCF*	37	33	33	19
PRAIRIE HOUSE ASSISTED LIVING COMMUNITY	LA PINE ALF	52	78	69	52
PRAIRIE HOUSE MEMORY CARE COMMUNITY	LA PINE RCF*	DNR	DNR	DNR	DNR
PREMIER LIVING CENTER	PORTLAND RCF	DNR	DNR	DNR	DNR
PRESTIGE SENIOR LIVING ARBOR PLACE	MEDFORD ALF	43	63	54	14
PRESTIGE SENIOR LIVING ARBOR PLACE MEMORY CARE	MEDFORD RCF*	DNR	DNR	DNR	DNR
PRESTIGE SENIOR LIVING BEAVERTON HILLS	BEAVERTON ALF	19	56	40	0
PRESTIGE SENIOR LIVING FIVE RIVERS	TILLAMOOK ALF	51	56	51	19
PRESTIGE SENIOR LIVING HIGH DESERT	BEND ALF	31	48	45	19
PRESTIGE SENIOR LIVING HUNTINGTON TERRACE	GRESHAM ALF	88	100	83	63
PRESTIGE SENIOR LIVING ORCHARD HEIGHTS	SALEM ALF	59	72	76	39
PRESTIGE SENIOR LIVING ORCHARD HEIGHTS MEMORY	SALEM RCF*	RNV	RNV	RNV	RNV

Metric Five Resident Survey: % of Responses Very Good (VG) or Excellent Responses

Facility	Facility, City, License Type	Facility: % VG or Excellent	Staff: % VG or Excellent	Care: % VG or Excellent	Food: % VG or Excellent
CARE					
PRESTIGE SENIOR LIVING RIVERWOOD	TUALATIN ALF	62	60	55	29
PRESTIGE SENIOR LIVING SOUTHERN HILLS	SALEM ALF	50	86	36	21
PRESTIGE SENIOR LIVING WEST HILLS	CORVALLIS ALF	DNR	DNR	DNR	DNR
PRINCETON VILLAGE ASSISTED LIVING COMMUNITY	CLACKAMAS ALF	20	90	60	0
PROVIDENCE BENEDICTINE ORCHARD HOUSE	MOUNT ANGEL ALF	DNR	DNR	DNR	DNR
PROVIDENCE BROOKSIDE MANOR	HOOD RIVER ALF	DNR	DNR	DNR	DNR
PROVIDENCE BROOKSIDE MEMORY CARE	HOOD RIVER RCF*	DNR	DNR	DNR	DNR
PROVIDENCE ELDERPLACE IN CULLY	PORTLAND RCF	DNR	DNR	DNR	DNR
PROVIDENCE ELDERPLACE IN GLENDOVEER	PORTLAND RCF	DNR	DNR	DNR	DNR
PROVIDENCE ELDERPLACE IN IRVINGTON VILLAGE	PORTLAND ALF	0	0	0	0
QUAIL CREST MEMORY CARE	EUGENE RCF*	Under10	Under10	Under10	Under10
QUAIL RUN ASSISTED LIVING	ALBANY ALF	96	91	98	82
RACKLEFF PLACE	CANBY ALF	Under10	Under10	Under10	Under10
RALEIGH HILLS ASSISTED LIVING	PORTLAND ALF	60	75	75	67
RALEIGH HILLS ENHANCED CARE	PORTLAND RCF*	DNR	DNR	DNR	DNR
RAWLIN AT RIVERBEND THE	SPRINGFIELD RCF*	50	57	61	38
REDWOOD HEIGHTS RET & AL COMMUNITY	SALEM ALF	59	56	53	41
REDWOOD TERRACE	GRANTS PASS ALF	95	92	89	76
REFLECTIONS MEMORY CARE	SALEM RCF*	Under10	Under10	Under10	Under10
REGENCY PARK ALZHEIMER'S CARE	PORTLAND RCF*	42	54	50	38
REGENCY PARK ASSISTED LIVING	PORTLAND RCF*	42	54	50	38
REGENCY PARK PLACE AT CORVALLIS	CORVALLIS ALF	75	82	75	68
REGENCY VILLAGE AT BEND	BEND ALF	50	60	46	18
REGENCY VILLAGE AT PRINEVILLE	PRINEVILLE ALF	100	0	100	100
REGENCY VILLAGE AT REDMOND	REDMOND ALF	33	48	48	26
REGENCY WOODLAND	SALEM RCF*	58	66	67	25
REGENT COURT	CORVALLIS RCF*	RNV	RNV	RNV	RNV
REVERE COURT OF PORTLAND	PORTLAND RCF*	DNR	DNR	DNR	DNR

Metric Five Resident Survey: % of Responses Very Good (VG) or Excellent Responses

Facility	Facility, City, License Type	Facility: % VG or Excellent	Staff: % VG or Excellent	Care: % VG or Excellent	Food: % VG or Excellent
RIDGEVIEW ASSISTED LIVING FACILITY	MEDFORD ALF	24	40	40	28
RIVER GROVE MEMORY CARE	EUGENE RCF*	75	81	72	30
RIVER PARK SENIOR LIVING	SHERIDAN ALF	DNR	DNR	DNR	DNR
RIVER RUN PLACE	EUGENE ALF	71	86	76	38
RIVER TERRACE MEMORY CARE	OREGON CITY RCF*	63	63	60	44
RIVERA MANSIONS RCF	PORTLAND RCF	67	67	50	50
RIVERSIDE LIVING INC	WOOD VILLAGE RCF	DNR	DNR	DNR	DNR
RIVERVIEW TERRACE	ROSEBURG RCF	Under10	Under10	Under10	Under10
RN VILLA SENIOR CARE	PORTLAND RCF	53	38	43	34
ROCK OF AGES MENNONITE HOME	MCMINNVILLE RCF*	Under10	Under10	Under10	Under10
ROGUE RIVER PLACE	KLAMATH FALLS ALF	68	76	68	24
ROSE LINN VINTAGE PLACE	WEST LINN RCF*	52	52	52	37
ROSE SCHNITZER MANOR	PORTLAND ALF	12	16	14	2
ROSEWOOD COURT RESIDENTIAL CARE	SALEM RCF*	80	33	100	0
ROSEWOOD MEMORY CARE	HILLSBORO RCF*	Under10	Under10	Under10	Under10
ROSEWOOD PARK RETIREMENT & ASSIST LIVING RESIDENCE	HILLSBORO ALF	45	67	44	10
ROXY ANN MEMORY COMMUNITY	MEDFORD RCF*	DNR	DNR	DNR	DNR
ROYAL ANNE ASSISTED LIVING	PORTLAND ALF	84	76	81	63
ROYALTON PLACE ASSISTED LIVING	MILWAUKIE ALF	75	83	82	53
ROYALTON PLACE MEMORY CARE	MILWAUKIE RCF*	DNR	DNR	DNR	DNR
RUSSELLVILLE PARK WEST	PORTLAND ALF	RNV	RNV	RNV	RNV
RUSSELLVILLE PARK WEST MEMORY CARE	PORTLAND RCF*	RNV	RNV	RNV	RNV
SEA AIRE ASSISTED LIVING COMMUNITY	YACHATS ALF	DNR	DNR	DNR	DNR
SEA VIEW SENIOR LIVING COMMUNITY	BROOKINGS ALF	67	67	88	58
SELLWOOD SENIOR LIVING	PORTLAND ALF	9	52	RNV	12
SENIOR HAVEN RCF	PORTLAND RCF*	DNR	DNR	DNR	DNR
SETTLER'S PARK ASSISTED LIVING COMMUNITY	BAKER CITY ALF	Under10	Under10	Under10	Under10
SETTLER'S PARK MEMORY CARE COMMUNITY	BAKER CITY RCF*	RNV	RNV	RNV	RNV

Metric Five Resident Survey: % of Responses Very Good (VG) or Excellent Responses

Facility	Facility, City, License Type	Facility: % VG or Excellent	Staff: % VG or Excellent	Care: % VG or Excellent	Food: % VG or Excellent
SHERWOOD PINES RESIDENTIAL CARE	VENETA RCF*	70	Under10	Under10	Under10
SHORE PINES SENIOR LIVING	GOLD BEACH ALF*	RNV	Under10	Under10	Under10
SILVER CREEK ASSISTED LIVING	WOODBURN ALF	97	93	97	80
SILVER CREEK MEMORY CARE COMMUNITY	WOODBURN RCF*	94	100	100	76
SILVIA & JOHN'S RESIDENTIAL	PORTLAND RCF	Under10	Under10	Under10	Under10
SKYLARK ASSISTED LIVING	ASHLAND ALF	DNR	DNR	DNR	DNR
SKYLARK MEMORY CARE	ASHLAND RCF*	DNR	DNR	DNR	DNR
SOLOMIA HOME CARE LLC	SAINT HELENS RCF	Under10	Under10	Under10	RNV
SOMERSET ASSISTED LIVING	GLADSTONE ALF	DNR	DNR	DNR	DNR
SOUTH BEACH MANOR	SOUTH BEACH RCF*	DNR	DNR	DNR	DNR
SPRING MEADOWS ASSISTED LIVING FACILITY	SAINT HELENS ALF	72	72	78	33
SPRING VALLEY ASSISTED LIVING	SPRINGFIELD ALF	69	92	85	Under10
SPRINGRIDGE COURT ASSISTED LIVING	WILSONVILLE ALF	85	74	74	65
SPRINGRIDGE COURT MEMORY CARE	WILSONVILLE RCF*	Under10	Under10	Under10	Under10
SPRINGS AT ANNA MARIA THE	MEDFORD RCF	Under10	Under10	Under10	Under10
SPRINGS AT CARMAN OAKS THE	LAKE OSWEGO ALF	Under10	Under10	Under10	Under10
SPRINGS AT CLACKAMAS WOODS ALF	MILWAUKIE ALF	89	97	87	62
SPRINGS AT GREER GARDENS THE	EUGENE ALF	85	46	38	23
SPRINGS AT LAKE OSWEGO THE	LAKE OSWEGO ALF	71	76	68	50
SPRINGS AT LANCASTER VILLAGE THE	SALEM ALF	DNR	DNR	DNR	DNR
SPRINGS AT MILL CREEK THE	THE DALLES ALF	88	88	83	71
SPRINGS AT SHERWOOD THE	SHERWOOD ALF	RNV	RNV	RNV	RNV
SPRINGS AT TANASBOURNE	HILLSBORO ALF	Under10	Under10	Under10	Under10
SPRINGS AT VERANDA PARK THE	MEDFORD ALF	89	89	83	80
SPRINGS AT WILLOWCREEK THE	SALEM RCF*	RNV	RNV	RNV	RNV
SPRINGS AT WILSONVILLE THE	WILSONVILLE ALF	98	95	95	83
SPRUCE POINT ASSISTED LIVING	FLORENCE ALF	95	95	90	50
SPRUCE POINT MEMORY CARE	FLORENCE RCF*	74	84	79	74
ST ANDREWS MEMORY CARE	PORTLAND RCF*	DNR	DNR	DNR	DNR

Metric Five Resident Survey: % of Responses Very Good (VG) or Excellent Responses

Facility	Facility, City, License Type	Facility: % VG or Excellent	Staff: % VG or Excellent	Care: % VG or Excellent	Food: % VG or Excellent
ST ANTHONY VILLAGE	PORTLAND ALF*	DNR	DNR	DNR	DNR
STAFFORD ASSISTED LIVING FACILITY THE	LAKE OSWEGO ALF	Under10	Under10	Under10	Under10
STILL WATERS INC	BANDON RCF	67	83	72	72
STONEBROOK ASSISTED LIVING	CORVALLIS ALF	70	88	86	47
SUITES ASSISTED LIVING COMMUNITY THE	GRANTS PASS ALF	0	0	0	0
SUITES MEMORY CARE COMMUNITY THE	GRANTS PASS RCF*	Under10	Under10	Under10	Under10
SUMMERPLACE ASSISTED LIVING COMMUNITY	PORTLAND ALF	28	38	31	7
SUMMIT SPRINGS VILLAGE ALF	CONDON ALF	DNR	DNR	DNR	DNR
SUMMIT SPRINGS VILLAGE MCU	CONDON RCF*	DNR	DNR	DNR	DNR
SUN TERRACE HERMISTON	HERMISTON ALF	RNV	58	42	20
SUNCREST PLACE	TALENT ALF	Under10	Under10	Under10	Under10
SUNNYSIDE MEADOWS	HAPPY VALLEY RCF*	DNR	DNR	DNR	DNR
SUNSET ESTATES	ONTARIO RCF*	DNR	DNR	DNR	DNR
SUTTLE CARE & RETIREMENT INC	PENDLETON RCF	100	100	100	89
SUZANNE ELISE ASSISTED LIVING	SEASIDE ALF	73	82	82	45
SWEET BYE N BYE MEMORY CARE - WEST	SALEM RCF*	Under10	Under10	Under10	Under10
SWEET BYE N BYE MEMORY CARE FACILITIES	SALEM RCF*	RNV	RNV	RNV	RNV
SWEET HOME RCF	SWEET HOME RCF	50	71	64	50
SWEETBRIAR VILLA	SPRINGFIELD RCF*	DNR	DNR	DNR	DNR
TABLE ROCK MEMORY CARE COMMUNITY	MEDFORD RCF*	0	54	8	0
TABOR CREST II MEMORY CARE	PORTLAND RCF*	63	63	75	51
TABOR CREST RESIDENTIAL CARE	PORTLAND RCF*	100	100	100	100
TANNER SPRING ASSISTED LIVING	WEST LINN ALF	64	55	55	20
TANNER SPRING MEMORY CARE	WEST LINN RCF*	Under10	Under10	Under10	Under10
TERRACE AT HILLSIDE ASSISTED LIVING	MCMINNVILLE ALF	DNR	DNR	DNR	DNR
TERRACE AT LAURELHURST VILLAGE THE	PORTLAND ALF	DNR	DNR	DNR	DNR
TERWILLIGER PLAZA METCALF UNIT	PORTLAND RCF	Under10	Under10	Under10	Under10
TERWILLIGER TERRACE ALF	PORTLAND ALF	50	50	Under10	20
TIMBER POINTE SENIOR LIVING	SPRINGFIELD ALF	100	Under10	36	51

Metric Five Resident Survey: % of Responses Very Good (VG) or Excellent Responses

Facility	Facility, City, License Type	Facility: % VG or Excellent	Staff: % VG or Excellent	Care: % VG or Excellent	Food: % VG or Excellent
TIMBER TOWN LIVING	SUTHERLIN RCF	100	100	100	0
TIMBERHILL PLACE	CORVALLIS ALF	27	39	41	27
TIMBERWOOD COURT SPECIALTY CC	ALBANY RCF*	95	85	85	91
TOUCH OF GRACE A	MEDFORD RCF*	Under10	Under10	Under10	Under10
TOUCHMARK AT MOUNT BACHELOR VILLAGE	BEND RCF*	68	21	14	0
TOUCHMARK IN THE WEST HILLS	PORTLAND RCF*	94	83	94	44
TSL ELDERHEALTH AND LIVING MEMORY VILLAGE	SPRINGFIELD RCF*	72	57	50	86
VALLEY VIEW MEMORY CARE COMMUNITY	JOHN DAY RCF*	RNV	RNV	RNV	RNV
VALLEY VIEW RESIDENTIAL CARE FACILITY	DAMASCUS RCF	Under10	Under10	Under10	Under10
VALLEY VIEW SENIOR LIVING	JOHN DAY ALF	39	43	50	13
VILLAGE AT KEIZER RIDGE THE	KEIZER ALF	0	100	0	0
VILLAGE AT KEIZER RIDGE MEMORY CARE THE	KEIZER RCF*	79	79	100	0
VILLAGE AT VALLEY VIEW	ASHLAND RCF*	69	77	92	46
VINEYARD HEIGHTS A L & RETIREMENT COTTAGES	MCMINNVILLE ALF	DNR	DNR	DNR	DNR
WALLOWA VALLEY SENIOR LIVING	ENTERPRISE ALF	94	100	94	82
WALLOWA VALLEY SR LIVING MEMORY CARE	ENTERPRISE RCF*	RNV	RNV	RNV	RNV
WASHINGTON GARDENS MEMORY CARE	TIGARD RCF*	Under10	Under10	Under10	Under10
WATERFORD GRAND ASSISTED LIVING	EUGENE ALF	DNR	DNR	DNR	DNR
WATERFORD GRAND MEMORY CARE	EUGENE RCF*	DNR	DNR	DNR	DNR
WATERHOUSE RIDGE MEMORY CARE COMMUNITY	BEAVERTON RCF*	85	95	87	83
WAVERLY PLACE ASSISTED LIVING	ALBANY ALF	Under10	Under10	Under10	Under10
WAVERLY PLACE MEMORY CARE	ALBANY RCF*	60	80	60	40
WEATHERLY COURT THE	MEDFORD ALF	DNR	DNR	DNR	DNR
WEATHERLY COURT MEMORY CARE COMMUNITY THE	MEDFORD RCF*	DNR	DNR	DNR	DNR
WELLSPRINGS ASSISTED LIVING FACILITY	ONTARIO ALF	Under10	Under10	Under10	Under10
WEST HILLS VILLAGE SENIOR RESIDENCE	PORTLAND RCF	Under10	Under10	Under10	Under10
WEST WIND COURT	BANDON RCF	DNR	DNR	DNR	DNR
WEST WIND ECU	MEDFORD RCF	Under10	Under10	Under10	Under10
WHITEWOOD GARDENS	PORTLAND RCF	DNR	DNR	DNR	DNR

Metric Five Resident Survey: % of Responses Very Good (VG) or Excellent Responses

Facility	Facility, City, License Type	Facility: % VG or Excellent	Staff: % VG or Excellent	Care: % VG or Excellent	Food: % VG or Excellent
WHITEWOOD GARDENS OF GRESHAM	PORTLAND RCF*	DNR	DNR	DNR	DNR
WHITEWOOD GARDENS OF SALEM	SALEM RCF	DNR	DNR	DNR	DNR
WILDFLOWER LODGE	LA GRANDE RCF*	DNR	DNR	DNR	DNR
WILDFLOWER LODGE ASSISTED LIVING COMMUNITY	LA GRANDE ALF	DNR	DNR	DNR	DNR
WILEY CREEK COMMUNITY	SWEET HOME ALF	DNR	DNR	DNR	DNR
WILLAMETTE MANOR INC	LEBANON ALF	73	72	72	38
WILLAMETTE SPRINGS MEMORY CARE	CORVALLIS RCF*	DNR	DNR	DNR	DNR
WILLAMETTE VIEW MEMORY CARE COMMUNITY	MILWAUKIE RCF*	DNR	DNR	DNR	DNR
WILLAMETTE VIEW NEIGHBORHOODS	PORTLAND ALF	55	64	64	9
WILLAMETTE VIEW TERRACE	PORTLAND RCF	Under10	Under10	Under10	Under10
WILLOW CREEK TERRACE	HEPPNER ALF	DNR	DNR	DNR	DNR
WILLOW PLACE	NEWBERG ALF	Under10	Under10	Under10	Under10
WINDSONG AT EOLA HILLS	SALEM RCF*	88	85	73	85
WOODLAND HEIGHTS ASSISTED LIVING	TIGARD ALF	80	89	86	55
WOODSIDE SENIOR LIVING	SPRINGFIELD ALF	100	40	40	50

Appendix F: Resident Survey Response Data (Metric Five)

This data is presented for additional detail on the resident survey, metric five. Data presented in Appendix E is reported as the percentage of residents who responded either very good or excellent. This table shows the percentage of respondents by each response type organized in three ways: Facility license, memory care endorsement status and regionally.

Survey Responses by License Type, Assisted Living (RCF) or Residential Care Facility (ALF)

Survey results by Facility Type	# of facilities: ALF	Facility-level average %	Dichotomous	# of facilities: RCF	Facility-level average %	Dichotomous
Facility: Poor		4.4			3.2	
Average		10.2	35.38		8.3	31.43
Good	179	20.8		177	20.0	
Very good		30.6			33.1	
Excellent		34.0	64.61		35.5	68.58
Staff: Poor		2.4			1.8	
Average		7.5	31.25		7.6	26.97
Good	180	21.3		178	17.5	
Very good		34.6			34.5	
Excellent		34.2	68.76		38.6	73.04
Care: Poor		3.4			2.1	
Average		7.9	34.89		7.4	30.79
Good	179	23.6		178	21.2	
Very good		33.2			34.3	
Excellent		32.0	65.14		34.9	69.21
Food: Poor		12.7			6.7	
Average		18.1	59.14		15.8	49.25
Good	177	28.3		176	26.7	
Very good		23.6			27.8	
Excellent		17.2	40.82		23.0	50.76

Survey Responses by Memory Care Endorsement Status, Not MCC (RCF) or Residential Care Facility (ALF)

Survey results: By MCC Endorsement	# of facilities: Not MCC	Facility-level average %	<i>Dichot- omous</i>	# of facilities: MCC	Facility- level average %	<i>Dichot- omous</i>
Facility: Poor		4.3			2.6	
Average		9.9	34.63		7.8	30.85
Good	242	20.4		114	20.4	
Very good		31.1	65.37		33.4	69.15
Excellent		34.3			35.7	
Staff: Poor		2.3			1.7	
Average		7.9	30.65		6.8	25.94
Good	242	20.4		116	17.4	
Very good		34.6	69.36		34.4	74.08
Excellent		34.7			39.7	
Care: Poor		3.0			2.2	
Average		8.0	34.17		7.0	30.07
Good	242	23.1		115	20.8	
Very good		33.1	65.84		35.0	69.97
Excellent		32.7			34.9	
Food: Poor		11.5			6.1	
Average		17.8	56.52		15.3	49.37
Good	239	27.3		114	27.9	
Very good		24.7	43.45		27.8	50.64
Excellent		18.8			22.8	

Survey Responses by Region: West Valley and North Coast, Portland Metro, Southern and Eastern

Survey results: By Region	# of facilities: <i>W Valley & N Coast</i>	Facility- level average %	<i>Dichot- omous</i>	# of facilities: <i>Portland</i>	Facility- level average %	<i>Dichot- omous</i>	# of facilities: <i>Souther n</i>	Facility- level average %	<i>Dichot- omous</i>	# of facilities: <i>Eastern</i>	Facility- level average %	<i>Dichot- omous</i>
Facility: Poor		3.3			4.4			3.6			3.3	
Average		6.9	30.04		12.4	37.08		7.7	36.05		7.2	28.08
Good	102	19.9		141	20.3		54	24.8		59	17.7	
Very good		32.1			28.8			35.3			35.3	
Excellent		37.8	69.96		34.1	62.92		28.7	63.95		36.6	71.91
Staff: Poor		1.4			2.4			3.2			1.6	
Average		6.7	25.30		9.7	31.54		5.9	31.97		5.6	27.27
Good	101	17.1		141	19.5		55	22.9		61	20.1	
Very good		35.5			32.5			37.0			35.5	
Excellent		39.1	74.69		36.0	68.47		31.1	68.03		37.2	72.74
Care: Poor		2.6			3.2			4.1			1.0	
Average		6.1	29.48		8.7	36.37		8.5	36.97		7.3	26.85
Good	103	20.8		139	24.5		54	24.4		61	18.5	
Very good		36.1			30.3			31.7			39.4	
Excellent		34.5	70.55		33.3	63.64		31.3	63.05		33.8	73.17
Food: Poor		8.4			10.9			11.0			8.1	
Average		17.6	52.94		13.7	52.75		25.5	62.13		16.0	52.73
Good	100	27.0		139	28.1		53	25.7		61	28.6	
Very good		26.3			26.1			22.0			27.1	
Excellent		20.7	46.98		21.2	47.27		15.9	37.87		20.2	47.25

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