



*National Core Indicators- Aging and Disabilities (NCI-AD)
Adult Consumer Survey State Results*

Arizona

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Introduction

Established in 2015, National Core Indicators—Aging and Disabilities™ (NCI-AD™) is a voluntary effort by state aging and physical disability agencies to measure and track their performance using a standardized set of nationally validated measures. The effort is coordinated by Advancing States and Human Services Research Institute (HSRI). Learn more about our history [here](#).

In 2023-24 a total of 20 states participated in NCI-AD. Not all participating states do all surveys every year.

Adult Consumer Survey

The NCI-AD Adult Consumer Survey (ACS), is standardized survey conducted with a person receiving long term services and supports (LTSS) through state aging and physical disability systems. Surveys are conducted by trained surveyors through in-person, secure video meeting, or over-the-phone conversations with service participants. The main part of the survey contains subjective questions about how well services are supporting the person; these can only be answered by the person themselves. A subset of more objective questions may be answered by a proxy respondent if needed. In addition to the questions for service participants, the survey also collects background information on the person –demographic and service-related data – mainly from service agency records. In 2023-24, the survey included two state-optional modules:

Person-Centered Planning Module (state-optional). This is a state-optional series of questions that ask about the person-centered planning process, including the person’s experience developing the service plan and the service planning meeting. The following states conducted the Person-Centered Planning Module: AL, AZ, DE, IN, KS, KY, MN, MO, NE, NJ, OH, OK, OR, TN, TX, WI, and WY.

Self-direction Module (state-optional). This state-optional module was added to the 2023-24 ACS. Questions in this section are asked only of those who are using a self-directed supports option and assess experiences specific to self-direction. The following states conducted the Self-direction module: AL, DE, IN, KS, KY, MO, NE, NJ, OH, OK, OR, TN, TX, WI, and WY.

Arizona Specific Sample

There is considerable variation in how states’ long-term services and supports (LTSS) programs serving older adults and adults with physical disabilities are organized, funded, and administered. The NCI-AD program allows states to include programs funded through Medicaid, the Older Americans Act, Program of All-Inclusive Care for the Elderly (PACE), state-only funds, and/or other state- and federal-blended funds. The NCI-AD project team works closely with each participating NCI-AD state to advise and track which LTSS program populations and sub-populations are included in the state’s sampling strategy, how that sample is designed and how many surveys are targeted for completion. See detailed information on state sample frames [here](#).

Figure 1. Statewide Sample

Total Sample Frame	Total surveys completed	Overall Margin of Error (MoE)
25973	402	4.9%

Figure 2. Classification of 2023-24 State programs

Program	Funding Source	Description of Program	Total Usable Surveys Collected	Total Population Eligible for NCI-AD	MoE(95%Confidence, 0.5 Distribution)	MoE(95%Confidence, 0.7 Distribution)
Mercy Care LTC		Health plan	163	10,514	7.7%	7.0%
Banner LTC		Health plan	107	6,862	9.5%	8.7%
United LTC		Health plan	132	8,597	8.5%	7.8%

What is included in this report?

This report presents Arizona 2023-24 ACS demographics and outcomes results. Data are shown for the overall statewide average, broken out by program sampled, and include the weighted NCI-AD Average.

Please note: Extreme caution should be used when interpreting results where the number of valid responses is small. Each program's valid number of responses (valid Ns) is shown in every chart and table in this report. **To protect people's privacy we do not show the data when 20 or fewer people from a state or within a program responded to a question, however their data are included in the overall state average.**

Presentation of Data

Data may be viewed as tables by clicking the appropriate tab for each outcome. Tables represent the un-collapsed data outcomes. This may differ from the national report that represents the data in collapsed outcomes. For more information on recoding and collapsing, refer to [Appendix B-How to Recode and Collapse Data](#).

All state and NCI-AD averages throughout this report are “weighted” to account for any non-proportional sampling of programs and to “rebalance” the states' sample sizes according to their populations of survey-eligible service recipients. [See more details on weighting in the national report.](#)

Accessibility Statement

National Core Indicators strives to develop accessible resources to support equitable access to information about quality of services. Should you require other accommodations to make this report accessible for you, please reach out to us at nci@nationalcoreindicators.org.

Demographics

Table 1. Average age (reported for those under 90 years old)

Program	Age	N
Mercy Care LTC	64.3	152
Banner LTC	69.9	92
United LTC	69.6	122
AZ Overall Average	67.5	366
Weighted NCI-AD Average	62.5	19857

Table 2. Age Category (including those 90 and older)

Program	18-44	45-64	65-89	90+	N
Mercy Care LTC	16%	24%	53%	7%	163
Banner LTC	6%	19%	62%	14%	107
United LTC	5%	24%	64%	8%	132
AZ Overall Average	9%	23%	59%	9%	402
Weighted NCI-AD Average	14%	33%	48%	5%	20956

Table 3. Gender

Program	Male	Female	Other	Don't Know or Unclear	N
Mercy Care LTC	45%	55%	0%	0%	163
Banner LTC	39%	61%	0%	0%	107
United LTC	41%	59%	0%	0%	132
AZ Overall Average	42%	58%	0%	0%	402
Weighted NCI-AD Average	37%	63%	0%	0%	20299

Table 4. Race and ethnicity

Categories are not mutually exclusive; therefore, N is not shown.

Program	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic or Latino	Other	Don't Know or Unclear
Mercy Care LTC	1%	4%	10%	1%	57%	26%	4%	3%
Banner LTC	7%	3%	6%	0%	52%	33%	1%	1%
United LTC	2%	2%	8%	0%	71%	12%	4%	3%
AZ Overall Average	2%	3%	8%	0%	60%	23%	3%	2%
Weighted NCI-AD Average	3%	4%	26%	0%	57%	7%	3%	2%

Table 5. Marital status

Program	Single, Never Married	Married or in Domestic Partnership	Separated or Divorced	Widowed	Don't Know or Unclear	N
Mercy Care LTC **	0%	10%	0%	7%	82%	163
Banner LTC **	0%	10%	0%	7%	83%	107
United LTC **	0%	4%	0%	1%	95%	132
AZ Overall Average **	0%	8%	0%	5%	87%	402
Weighted NCI-AD Average	34%	15%	24%	18%	9%	19613

Programs with more than 25% missing or don't know are marked with **.

Table 6. Preferred language

Program	English	Spanish	Other	Don't Know or Unclear	N
Mercy Care LTC	94%	4%	2%	0%	163
Banner LTC	96%	4%	0%	0%	107
United LTC	95%	5%	0%	0%	132
AZ Overall Average	95%	4%	1%	0%	402
Weighted NCI-AD Average	91%	4%	4%	1%	20581

Table 7. Preferred means of communication

Program	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	Don't Know	N
Mercy Care LTC	96%	2%	0%	0%	2%	0%	163
Banner LTC	98%	2%	0%	0%	0%	0%	107
United LTC	98%	0%	0%	1%	1%	0%	132
AZ Overall Average	97%	1%	0%	0%	1%	0%	402
Weighted NCI-AD Average	95%	2%	0%	0%	1%	2%	19920

Table 8. Residential designation

Categories created using zip codes and corresponding RUCA codes.

Program	Metropolitan	Micropolitan	Rural	Small Town	Don't Know	N
Mercy Care LTC	98%	1%	1%	0%	0%	163
Banner LTC	93%	5%	0%	2%	0%	107
United LTC	86%	11%	1%	3%	0%	132
AZ Overall Average	93%	5%	1%	1%	0%	402
Weighted NCI-AD Average	74%	12%	5%	8%	1%	20743

Table 9. Median area income (based on zip code)

Program	\$0 - \$9,999	\$10,000 - \$19,999	\$20,000 - \$29,999	\$30,000 - \$39,999	\$40,000 - \$49,999	\$50,000 - \$59,999	\$60,000 - \$69,999	\$70,000 - \$79,999	\$80,000 - \$89,999	\$90,000 - \$99,999	\$100,000 and Over	N
Mercy Care LTC	0%	0%	0%	7%	21%	28%	25%	7%	6%	3%	2%	163
Banner LTC	0%	0%	0%	11%	24%	27%	19%	7%	10%	1%	1%	107
United LTC	0%	0%	0%	1%	13%	39%	27%	10%	5%	2%	2%	132
AZ Overall Average	0%	0%	0%	6%	19%	32%	24%	8%	7%	2%	2%	402
Weighted NCI-AD Average	1%	0%	1%	7%	25%	27%	15%	9%	6%	3%	5%	20671

Table 10. Type of Residence

Program	Own or Family House or Apartment	Senior Living Apartment or Complex	Group Home, Adult Family Home, Foster Home, Host Home	Assisted Living Facility, Residential Care Facility	Nursing Facility, Nursing Home	Homeless or Temporary Shelter	Other	Don't Know or Unclear	N
Mercy Care LTC	55%	0%	2%	22%	21%	0%	0%	0%	163
Banner LTC	38%	1%	2%	29%	30%	0%	0%	0%	107
United LTC	42%	2%	7%	27%	21%	0%	1%	0%	132
AZ Overall Average	46%	1%	4%	26%	23%	0%	0%	0%	402
Weighted NCI-AD Average	72%	3%	4%	7%	9%	0%	3%	2%	20306

Table 11. Who the person lives with

Categories are not mutually exclusive; therefore, N is not shown.

Program	No One – Lives Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know or Unclear
Mercy Care LTC	19%	17%	37%	2%	18%	33%	2%
Banner LTC	17%	13%	26%	0%	11%	51%	0%
United LTC	30%	9%	25%	2%	13%	34%	0%
AZ Overall Average	22%	13%	30%	1%	15%	38%	1%
Weighted NCI-AD Average	38%	13%	32%	3%	2%	13%	3%

Table 12. Address changed in the past 6 months

Program	Yes	No	Don't Know or Unclear	N
Mercy Care LTC	6%	94%	0%	163
Banner LTC	5%	95%	0%	107
United LTC	7%	93%	0%	132
AZ Overall Average	6%	94%	0%	402
Weighted NCI-AD Average	7%	91%	2%	19846

Table 13. Where people moved from (if moved in the last 6 months)

Program	Own or Family House or Apartment	Senior Living Apartment or Complex	Group Home, Adult Family Home, Foster Home, Host Home	Assisted Living Facility, Residential Care Facility	Nursing Facility, Nursing Home	Homeless or Temporary Shelter	Other	Don't Know or Unclear	N
Mercy Care LTC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
United LTC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
AZ Overall Average	83%	0%	4%	9%	0%	0%	4%	0%	23
Weighted NCI-AD Average	61%	5%	4%	5%	4%	6%	11%	4%	1186

Table note: Mercy Care LTC, Banner LTC, United LTC had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Table 14A. Diagnoses

Categories are not mutually exclusive; therefore, N is not shown.

Program	Physical Disability	Traumatic Brain Injury or Other Acquired Brain Injury	Intellectual or Other Developmental Disability	Alzheimer's Disease or Other Dementia	Heart Disease	Cancer
Mercy Care LTC	2%	6%	2%	21%	72%	17%
Banner LTC	2%	1%	2%	29%	84%	24%
United LTC	2%	5%	0%	30%	83%	14%
AZ Overall Average	2%	4%	1%	26%	79%	18%
Weighted NCI-AD Average	44%	10%	9%	12%	35%	12%

Table 14B. Diagnoses (continued)*Categories are not mutually exclusive; therefore, N is not shown.*

Program	Chronic Obstructive Pulmonary Disease (COPD)	Stroke	Diabetes	Hypertension (or High Blood Pressure)	Limited or No Vision - Legally Blind	Hearing Loss - Severe or Profound
Mercy Care LTC	14%	15%	39%	50%	4%	8%
Banner LTC	18%	22%	32%	62%	5%	4%
United LTC	19%	20%	42%	62%	4%	8%
AZ Overall Average	17%	19%	38%	57%	4%	7%
Weighted NCI-AD Average	22%	17%	29%	65%	12%	10%

Table 15. Person has chronic psychiatric or mental health diagnosis

Program	Yes	No	Don't Know or Unclear	N
Mercy Care LTC	60%	40%	0%	163
Banner LTC	76%	24%	0%	107
United LTC	62%	38%	0%	132
AZ Overall Average	65%	35%	0%	402
Weighted NCI-AD Average	28%	70%	2%	19343

Table 16. Level of Mobility

Categories are not mutually exclusive (except 'Don't Know or Unclear or Missing'); therefore, N is not shown.

Program	Non-Ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't Know or Unclear
Mercy Care LTC	n/a	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a	n/a
United LTC	n/a	n/a	n/a	n/a	n/a
AZ Overall Average **	0%	77%	23%	0%	0%
Weighted NCI-AD Average	8%	19%	46%	38%	7%

*Table note: Mercy Care LTC, Banner LTC, United LTC had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average. Programs with more than 25% missing or don't know are marked with **.*

Table 17. Has history of frequent falls (more than two falls in a six-month period)

Program	Yes	No	Don't Know or Unclear	N
Mercy Care LTC	10%	90%	0%	163
Banner LTC	5%	95%	0%	107
United LTC	7%	93%	0%	132
AZ Overall Average	7%	93%	0%	402
Weighted NCI-AD Average	25%	73%	2%	19261

Table 18. Receives Medicare

Information required to come from administrative records.

Program	Yes	No	Don't Know or Unclear	N
Mercy Care LTC	55%	45%	0%	163
Banner LTC	50%	50%	0%	107
United LTC	87%	13%	0%	132
AZ Overall Average	64%	36%	0%	402
Weighted NCI-AD Average	70%	24%	6%	18141

Table 19. Length of time receiving LTSS services in current program*Information required to come from administrative records.*

Program	0 - 5 Months	6 Months – Less Than 1 Year	1 Year – Less Than 3 Years	3 or More Years	Don't Know or Unclear	N
Mercy Care LTC	n/a	n/a	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a	n/a	n/a
United LTC	n/a	n/a	n/a	n/a	n/a	n/a
AZ Overall Average **	n/a	n/a	n/a	n/a	n/a	n/a
Weighted NCI-AD Average	3%	7%	24%	35%	30%	19647

*Table note: Mercy Care LTC, Banner LTC, United LTC, AZ Overall Average had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average. Programs with more than 25% missing or don't know are marked with **.*

Table 20. Person has legal guardian*Information required to come from administrative records.*

Program	Yes	No	Don't Know or Unclear	N
Mercy Care LTC	13%	85%	2%	163
Banner LTC	1%	99%	0%	107
United LTC	8%	92%	0%	132
AZ Overall Average	8%	91%	1%	402
Weighted NCI-AD Average	7%	47%	46%	20383

Table 21. Amount of paid supports received*Information required to come from administrative records.*

Program	24-hour Support or Supervision	Daily Support (for a Limited Number of Hours per Day, not Round-the-Clock)	Scheduled, Less Frequent than Daily Support	As-needed Visitation and Phone Contact	None of the Above	Don't Know	N
Mercy Care LTC	44%	43%	5%	0%	6%	2%	163
Banner LTC	61%	38%	0%	1%	0%	0%	107
United LTC	60%	27%	6%	0%	7%	0%	132
AZ Overall Average	54%	37%	4%	0%	5%	1%	402
Weighted NCI- AD Average	14%	11%	8%	1%	5%	60%	19531

Table 22. Person has remote supports*Information required to come from administrative records.*

Program	Yes, 24-Hour Remote Supports	Yes, Less than 24-Hour Remote Supports	No, None	Don't Know	N
Mercy Care LTC	15%	2%	81%	2%	163
Banner LTC	4%	0%	96%	0%	107
United LTC	12%	5%	83%	0%	132
AZ Overall Average	11%	2%	86%	1%	402
Weighted NCI-AD Average	3%	0%	32%	65%	19527

Outcome Tables

Community Participation

Table 23. Gets to do things outside of their home as much as they want to

Program	Yes	No	N
Mercy Care LTC	60%	40%	80
Banner LTC	58%	42%	55
United LTC	55%	45%	67
AZ Overall Average	58%	42%	202
Weighted NCI-AD Average	66%	34%	15580

Table 24. Takes part in activities with others as much as they want to (in-person or virtually)

Program	Yes	Maybe	No	N
Mercy Care LTC	60%	7%	33%	82
Banner LTC	50%	9%	41%	56
United LTC	68%	3%	29%	69
AZ Overall Average	60%	6%	34%	207
Weighted NCI-AD Average	66%	10%	24%	15521

Table 25A. Reasons cannot always take part in activities with others as much as they want to in-person or virtually*Categories are not mutually exclusive; therefore, N is not shown.*

Program	Cost or Money	Transportation	Accessibility or Lack of Equipment	Health Limitations	Not Enough Help, Staffing, or Personal Assistance	Feeling Unwelcome in the Community
Mercy Care LTC	9%	18%	15%	42%	9%	3%
Banner LTC	14%	25%	7%	46%	7%	4%
United LTC	18%	45%	9%	32%	14%	0%
AZ Overall Average	13%	28%	11%	41%	10%	2%
Weighted NCI-AD Average	12%	32%	9%	50%	6%	2%

Table 25B. Reasons cannot always take part in activities with others as much as they want to in-person or virtually (continued)*Categories are not mutually exclusive; therefore, N is not shown.*

Program	Feeling Unsafe	No Community Activities Outside of Home Available	Lack of Information or Doesn't Know What Type of Community Activities are Available	Does Not Have Technology or Equipment	Other
Mercy Care LTC	0%	3%	12%	9%	39%
Banner LTC	0%	4%	29%	14%	36%
United LTC	0%	0%	9%	9%	23%
AZ Overall Average	0%	2%	17%	11%	34%
Weighted NCI-AD Average	3%	4%	6%	4%	17%

Access to the Community

Table 26. Has transportation to do the things they want outside of home*Proxy respondents were allowed for this question.*

Program	Yes	Maybe	No	N
Mercy Care LTC	77%	9%	14%	137
Banner LTC	74%	9%	17%	82
United LTC	68%	11%	21%	108
AZ Overall Average	73%	10%	17%	327
Weighted NCI-AD Average	72%	12%	16%	19326

Table 27. Has transportation to get to medical appointments*Proxy respondents were allowed for this question.*

Program	Yes	Maybe	No	N
Mercy Care LTC	94%	4%	2%	134
Banner LTC	96%	4%	0%	82
United LTC	90%	9%	2%	105
AZ Overall Average	93%	5%	2%	321
Weighted NCI-AD Average	91%	6%	3%	19721

Everyday Living

Table 28. Needs at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)*Proxy respondents were allowed for this question.*

Program	A Lot	Some	None	N
Mercy Care LTC	71%	23%	7%	160
Banner LTC	72%	21%	7%	107
United LTC	64%	26%	10%	129
AZ Overall Average	69%	23%	8%	396
Weighted NCI-AD Average	50%	34%	16%	20745

Table 29. Always gets enough support for everyday activities (if needs at least some assistance)*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	83%	17%	147
Banner LTC	85%	15%	98
United LTC	83%	17%	115
AZ Overall Average	84%	16%	360
Weighted NCI-AD Average	82%	18%	18728

Table 30. Needs at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)*Proxy respondents were allowed for this question.*

Program	A Lot	Some	None	N
Mercy Care LTC	59%	27%	14%	160
Banner LTC	56%	33%	11%	107
United LTC	56%	26%	18%	129
AZ Overall Average	57%	28%	15%	396
Weighted NCI-AD Average	34%	30%	35%	20699

Table 31. Always gets enough support for self-care (if needs at least some assistance)*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	84%	16%	135
Banner LTC	86%	14%	92
United LTC	83%	17%	105
AZ Overall Average	84%	16%	332
Weighted NCI-AD Average	84%	16%	14885

Table 32. Has a paid job*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	4%	96%	160
Banner LTC	2%	98%	105
United LTC	2%	98%	128
AZ Overall Average	3%	97%	393
Weighted NCI-AD Average	5%	95%	20005

Table 33. Wants a paid job (if they do not currently have one)

Program	Yes	Maybe, Not Sure	No	N
Mercy Care LTC	27%	7%	67%	75
Banner LTC	17%	9%	74%	54
United LTC	18%	12%	70%	66
AZ Overall Average	21%	9%	70%	195
Weighted NCI-AD Average	12%	6%	82%	14703

Table 34. Someone talked with them about job options (if they do not currently have a job but want one)

Program	Yes	No	N
Mercy Care LTC	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a
United LTC	n/a	n/a	n/a
AZ Overall Average	12%	88%	41
Weighted NCI-AD Average	33%	67%	1248

Table note: Mercy Care LTC, Banner LTC, United LTC had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Table 35. Person volunteers

Proxy respondents were allowed for this question.

Program	Yes	No	N
Mercy Care LTC	10%	90%	161
Banner LTC	8%	92%	104
United LTC	11%	89%	126
AZ Overall Average	10%	90%	391
Weighted NCI-AD Average	10%	90%	19881

Table 36. Wants to volunteer (if they do not currently)

Program	Yes	Maybe, Not Sure	No	N
Mercy Care LTC	23%	18%	59%	66
Banner LTC	8%	10%	81%	48
United LTC	15%	13%	72%	54
AZ Overall Average	16%	14%	70%	168
Weighted NCI-AD Average	9%	9%	82%	13634

Relationships

Table 37. Has friends or family they do not live with who are a part of their life

Program	Yes	No	N
Mercy Care LTC	95%	5%	84
Banner LTC	86%	14%	58
United LTC	92%	8%	71
AZ Overall Average	92%	8%	213
Weighted NCI-AD Average	93%	7%	16256

Table 38. Able to see or talk to their friends and family when they want (if has friends or family they do not live with who are a part of their life)

Program	Yes	Maybe	No	N
Mercy Care LTC	81%	13%	6%	80
Banner LTC	70%	20%	10%	50
United LTC	75%	14%	11%	65
AZ Overall Average	76%	15%	9%	195
Weighted NCI-AD Average	82%	12%	6%	14959

Table 39. Reasons not always able to see or talk to their friends and family when they want

Categories are not mutually exclusive; therefore, N is not shown.

Program	Availability of Transportation	Accessibility	Staffing or Personal Assistance Unavailable	Health Limitations	Someone Prevents From or Rules Against	No or Limited Access to a Phone	No or Limited Access to the Internet	Other
Mercy Care LTC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
United LTC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
AZ Overall Average	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Weighted NCI-AD Average	34%	4%	2%	24%	2%	3%	1%	57%

Table note: Mercy Care LTC, Banner LTC, United LTC, AZ Overall Average had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Service Coordination

Table 40A. How first found out about services they can get

Proxy respondents were allowed for this question. Categories are not mutually exclusive; therefore, N is not shown.

Program	Friend	Family	Aging and Disability Resource Center; Area Agency on Aging; Center for Independent Living	State or County Agency	Case Manager or Care Coordinator
Mercy Care LTC	6%	18%	2%	29%	18%
Banner LTC	1%	22%	1%	30%	15%
United LTC	10%	23%	6%	19%	27%
AZ Overall Average	6%	21%	3%	25%	20%
Weighted NCI-AD Average	10%	21%	9%	13%	21%

Table 40B. How first found out about services they can get (continued)

Proxy respondents were allowed for this question. Categories are not mutually exclusive; therefore, N is not shown.

Program	Doctor, Hospital, Clinic	Other Provider or Provider Agency	Media, Newspaper, TV, Radio, Billboard, Brochure, Flyer, Advertisement	Internet or Website	Other
Mercy Care LTC	24%	14%	2%	1%	13%
Banner LTC	24%	17%	0%	3%	9%
United LTC	22%	14%	0%	2%	13%
AZ Overall Average	23%	15%	1%	2%	12%
Weighted NCI-AD Average	19%	10%	1%	2%	10%

Table 41. Can contact their case manager or care coordinator when needs to

Proxy respondents were allowed for this question.

Program	Yes, Always	Most of the Time, Usually	No	N
Mercy Care LTC	82%	12%	6%	116
Banner LTC	85%	7%	8%	84
United LTC	86%	9%	5%	93
AZ Overall Average	84%	10%	6%	293
Weighted NCI-AD Average	79%	14%	7%	14666

Table 42. Who helps person most often (if anyone helps on a regular basis)*Proxy respondents were allowed for this question.*

Program	Paid Support Worker Who is Not a Friend or Relative	Paid Family Member or Spouse or Partner	Paid friend	Unpaid Family Member or Spouse or Partner	Unpaid Friend or Volunteer	Other	N
Mercy Care LTC	54%	30%	1%	15%	1%	0%	155
Banner LTC	70%	19%	0%	12%	0%	0%	102
United LTC	62%	21%	1%	14%	2%	0%	125
AZ Overall Average	60%	24%	1%	14%	1%	0%	382
Weighted NCI- AD Average	50%	19%	2%	25%	3%	1%	18111

Table 43. Additional people who help person on a regular basis

Proxy respondents were allowed for this question. Categories are not mutually exclusive; therefore, N is not shown.

Program	Paid Support Worker Who is Not a Friend or Relative	Paid Family Member or Spouse or Partner	Paid friend	Unpaid Family Member or Spouse or Partner	Unpaid Friend or Volunteer	Other	No One Else Provides Additional Support
Mercy Care LTC	17%	4%	0%	46%	10%	2%	28%
Banner LTC	21%	3%	0%	44%	5%	1%	32%
United LTC	21%	4%	0%	47%	16%	3%	28%
AZ Overall Average	19%	4%	0%	46%	10%	2%	29%
Weighted NCI- AD Average	17%	5%	1%	45%	9%	2%	28%

Table 44. People who are paid to help them come and leave when they are supposed to*Proxy respondents were allowed for this question.*

Program	Yes, All Paid Support Workers, Always or Almost always	Some, or Usually	No, Never or Rarely	N
Mercy Care LTC	77%	15%	8%	79
Banner LTC	89%	11%	0%	62
United LTC	84%	11%	5%	63
AZ Overall Average	83%	13%	4%	204
Weighted NCI-AD Average	88%	10%	2%	10348

Table 45. Has a backup plan if their people who are paid to help them do not show up*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	87%	13%	71
Banner LTC	88%	12%	49
United LTC	72%	28%	53
AZ Overall Average	83%	17%	173
Weighted NCI-AD Average	73%	27%	10164

Table 46. Has an emergency plan in place in case of widescale emergency*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	84%	16%	141
Banner LTC	82%	18%	88
United LTC	87%	13%	113
AZ Overall Average	84%	16%	342
Weighted NCI-AD Average	79%	21%	19432

Table 47. Knows whom to contact if they have a complaint about their services

Program	Yes	Maybe, Not Sure	No	N
Mercy Care LTC	78%	5%	17%	60
Banner LTC	76%	5%	19%	42
United LTC	61%	8%	31%	51
AZ Overall Average	72%	6%	22%	153
Weighted NCI-AD Average	77%	6%	17%	13615

Table 48. Knows whom to contact if they want to make changes to services

Program	Yes	Maybe, Not Sure	No	N
Mercy Care LTC	85%	7%	8%	60
Banner LTC	81%	10%	10%	42
United LTC	72%	4%	24%	50
AZ Overall Average	80%	7%	14%	152
Weighted NCI-AD Average	84%	6%	10%	13538

Table 49. Services meet all current needs*Proxy respondents were allowed for this question.*

Program	Yes, Completely, All Needs and Goals	Some Needs and Goals	No, Not at All, Needs and Goals Are Not Met	N
Mercy Care LTC	77%	18%	6%	120
Banner LTC	69%	26%	5%	87
United LTC	70%	27%	3%	101
AZ Overall Average	72%	23%	5%	308
Weighted NCI-AD Average	71%	22%	7%	17228

Table 50A. Additional services and supports needed (if all current needs and goals are not being met)

Proxy respondents were allowed for this question; categories are not mutually exclusive; therefore, N is not shown.

Program	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Homemaker or Chore Services	Companion Services	Healthcare Home Services, Home Health	Home Delivered Meals
Mercy Care LTC	18%	32%	14%	21%	25%	11%
Banner LTC	15%	22%	15%	26%	11%	7%
United LTC	13%	27%	33%	23%	7%	17%
AZ Overall Average	15%	27%	21%	24%	14%	12%
Weighted NCI-AD Average	4%	22%	22%	13%	10%	12%

Table 50B. Additional services and supports needed (if all current needs and goals are not being met; continued)

Proxy respondents were allowed for this question; categories are not mutually exclusive; therefore, N is not shown.

Program	Adult Day Services	Transportation	Respite or Family Caregiver Support	Health Care	Mental Health Care	Dental Care
Mercy Care LTC	11%	14%	7%	11%	14%	32%
Banner LTC	15%	19%	0%	11%	26%	26%
United LTC	13%	23%	10%	7%	3%	17%
AZ Overall Average	13%	19%	6%	9%	14%	25%
Weighted NCI-AD Average	8%	26%	5%	11%	9%	14%

Table 50C. Additional services and supports needed (if all current needs and goals are not being met; continued)

Proxy respondents were allowed for this question; categories are not mutually exclusive; therefore, N is not shown.

Program	Housing Assistance	Heating or Cooling Assistance	Hospice	Funeral Planning	Other
Mercy Care LTC	14%	7%	4%	4%	46%
Banner LTC	7%	0%	0%	7%	52%
United LTC	17%	7%	0%	3%	43%
AZ Overall Average	13%	5%	1%	5%	47%
Weighted NCI-AD Average	17%	7%	1%	2%	34%

Table 51. Case manager talked to them about services that might help with their unmet needs (if all current needs and goals are not being met and has a case manager)

Proxy respondents were allowed for this question.

Program	Yes	No	N
Mercy Care LTC	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a
United LTC	n/a	n/a	n/a
AZ Overall Average	42%	58%	52
Weighted NCI-AD Average	51%	49%	3335

Table note: Mercy Care LTC, Banner LTC, United LTC had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Table 52. Service providers work together to provide support

Program	Yes, All Service Providers	Sometimes, or Some Service Providers	No	N
Mercy Care LTC	63%	21%	16%	100
Banner LTC	77%	14%	9%	64
United LTC	72%	15%	13%	79
AZ Overall Average	70%	17%	13%	243
Weighted NCI-AD Average	80%	11%	9%	13861

Care Coordination

Table 53. Knows how to manage chronic conditions (if has at least one)

Program	Yes	In-Between, or Some Conditions	No	N
Mercy Care LTC	87%	9%	4%	76
Banner LTC	85%	11%	4%	47
United LTC	81%	15%	5%	62
AZ Overall Average	84%	11%	4%	185
Weighted NCI-AD Average	85%	9%	6%	14517

Table 54. Stayed overnight in a hospital or rehab/nursing facility in the past 12 months and was discharged to go home*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	34%	66%	156
Banner LTC	31%	69%	103
United LTC	40%	60%	122
AZ Overall Average	35%	65%	381
Weighted NCI-AD Average	27%	73%	19616

Table 55. Felt comfortable and supported enough to go home after stay in a hospital or rehab/nursing facility (if had an overnight stay in the past 12 months and was discharged to go home)

Program	Yes	In-Between	No	N
Mercy Care LTC	86%	7%	7%	29
Banner LTC	n/a	n/a	n/a	n/a
United LTC	72%	12%	16%	25
AZ Overall Average	77%	13%	10%	69
Weighted NCI-AD Average	86%	5%	9%	4432

Table note: Banner LTC had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Table 56. Someone followed-up to make sure they had needed services and supports after stay in a hospital or rehab/nursing facility (if had an overnight stay in the past 12 months and was discharged to go home)

Proxy respondents were allowed for this question.

Program	Yes	No	N
Mercy Care LTC	69%	31%	49
Banner LTC	70%	30%	30
United LTC	91%	9%	45
AZ Overall Average	77%	23%	124
Weighted NCI-AD Average	83%	17%	5379

Choice and Control

Table 57. Feels in control of their life

Program	Yes, Almost Always, Always	In-Between, Sometimes	No, Rarely, Never	N
Mercy Care LTC	68%	24%	7%	82
Banner LTC	72%	15%	13%	54
United LTC	62%	22%	16%	68
AZ Overall Average	67%	21%	12%	204
Weighted NCI-AD Average	72%	20%	8%	14903

Table 58. Able to furnish and decorate their room however they want to (if living in a group setting)

Program	In All Ways	In Most Ways	Only in Some Ways, or Not at All	N
Mercy Care LTC	64%	24%	12%	25
Banner LTC	57%	32%	11%	28
United LTC	79%	15%	6%	33
AZ Overall Average	68%	23%	9%	86
Weighted NCI-AD Average	57%	28%	15%	2500

Table 59. Can choose or change their roommate (if living in a group setting and has a roommate)

Program	Yes	No	N
Mercy Care LTC	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a
United LTC	n/a	n/a	n/a
AZ Overall Average	17%	83%	40
Weighted NCI-AD Average	36%	64%	1106

Table note: Mercy Care LTC, Banner LTC, United LTC had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Table 60. Can get up and go to bed when they want to

Program	Yes, Always, or Almost Always	Some Days, Sometimes	No, Never	N
Mercy Care LTC	93%	7%	0%	28
Banner LTC	90%	10%	0%	31
United LTC	84%	8%	8%	37
AZ Overall Average	89%	8%	3%	96
Weighted NCI-AD Average	89%	8%	4%	3415

Table 61. Can eat their meals when they want to

Program	Yes, Always, or Almost Always	Some Days, Sometimes	No, Never	N
Mercy Care LTC	50%	29%	21%	28
Banner LTC	52%	16%	32%	31
United LTC	57%	5%	38%	37
AZ Overall Average	53%	16%	31%	96
Weighted NCI-AD Average	68%	13%	19%	3410

Table 62. Can choose or change their services*Proxy respondents were allowed for this question.*

Program	Yes, All Services	Sometimes, or Some Services	No	N
Mercy Care LTC	80%	9%	11%	114
Banner LTC	83%	9%	9%	80
United LTC	78%	10%	12%	89
AZ Overall Average	80%	9%	11%	283
Weighted NCI-AD Average	75%	13%	12%	15690

Table 63. Can choose or change when and how often they receive services*Proxy respondents were allowed for this question.*

Program	Yes, All Services	Sometimes, or Some Services	No	N
Mercy Care LTC	73%	10%	17%	108
Banner LTC	75%	16%	9%	80
United LTC	74%	14%	13%	88
AZ Overall Average	74%	13%	13%	276
Weighted NCI-AD Average	70%	15%	16%	15260

Table 64. Can choose or change the people who provide paid supports if wants*Proxy respondents were allowed for this question.*

Program	Yes, All Services	Sometimes, or Some Services	No	N
Mercy Care LTC	63%	10%	27%	103
Banner LTC	59%	13%	29%	70
United LTC	50%	10%	40%	70
AZ Overall Average	58%	11%	31%	243
Weighted NCI-AD Average	76%	6%	18%	10664

Satisfaction

Table 65. Services and supports help them live the life they want

Program	Yes	No	N
Mercy Care LTC	88%	12%	59
Banner LTC	84%	16%	37
United LTC	78%	22%	51
AZ Overall Average	84%	16%	147
Weighted NCI-AD Average	88%	12%	13011

Table 66. Case manager/care coordinator changes more often than they would like

Program	Yes	No	N
Mercy Care LTC	29%	71%	56
Banner LTC	21%	79%	38
United LTC	32%	68%	47
AZ Overall Average	28%	72%	141
Weighted NCI-AD Average	30%	70%	11144

Table 67. People who are paid to help them change too often

Program	Yes, All Paid Support Workers, Always or Almost Always	Some or Usually	No, Never or Rarely	N
Mercy Care LTC	15%	20%	65%	40
Banner LTC	24%	32%	44%	34
United LTC	20%	14%	66%	44
AZ Overall Average	19%	21%	59%	118
Weighted NCI-AD Average	15%	13%	72%	8569

Table 68. Likes where they live

Program	Yes	In Between, Most of the Time	No	N
Mercy Care LTC	80%	13%	7%	84
Banner LTC	69%	16%	16%	58
United LTC	69%	24%	7%	71
AZ Overall Average	73%	17%	9%	213
Weighted NCI-AD Average	80%	9%	10%	16205

Table 69A. Reasons does not like where they live (if does not always like where they live)

Proxy respondents were allowed for this question. Categories are not mutually exclusive; therefore, N is not shown.

Program	Accessibility of House or Building	Feels Unsafe in or Dislikes Neighborhood	Feels Unsafe in Residence	Residence or Building Needs Repair or Upkeep	Doesn't Feel Like Home
Mercy Care LTC	n/a	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a	n/a
United LTC	9%	9%	0%	9%	18%
AZ Overall Average	7%	7%	5%	14%	23%
Weighted NCI-AD Average	8%	15%	9%	15%	14%

Table note: Mercy Care LTC, Banner LTC had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Table 69B. Reasons does not like where they live (if does not always like where they live) (continued)

Proxy respondents were allowed for this question. Categories are not mutually exclusive; therefore, N is not shown.

Program	Layout or Size of Residence or Building	Problems With Neighbors or Housemates/Other Residents	Problems With Staff	Insufficient Amount or Type of Staff	Wants More Independence or Control
Mercy Care LTC	n/a	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a	n/a
United LTC	14%	5%	18%	9%	18%
AZ Overall Average	9%	10%	14%	9%	19%
Weighted NCI-AD Average	12%	12%	8%	4%	10%

Table note: Mercy Care LTC, Banner LTC had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Table 69C. Reasons does not like where they live (if does not always like where they live) (continued)

Proxy respondents were allowed for this question. Categories are not mutually exclusive; therefore, N is not shown.

Program	Wants More Privacy	Wants to be Closer to Family or Friends	Feels Isolated from Community or Feels Lonely	Affordability or Cost of Housing	Other
Mercy Care LTC	n/a	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a	n/a
United LTC	5%	0%	14%	0%	32%
AZ Overall Average	12%	7%	11%	7%	26%
Weighted NCI-AD Average	10%	7%	6%	6%	29%

Table note: Mercy Care LTC, Banner LTC had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Table 70. Wants to live somewhere else

Program	Yes	Maybe	No	N
Mercy Care LTC	35%	14%	51%	84
Banner LTC	31%	24%	45%	58
United LTC	33%	12%	55%	69
AZ Overall Average	33%	16%	51%	211
Weighted NCI-AD Average	30%	9%	62%	15997

Table 71. Where person would prefer to live (if wants to live somewhere else)*Proxy respondents were allowed for this question.*

Program	Different Kind of Home	Live Independently	With or Closer to Family	In a Different Neighborhood	A Different Type of Geography or Climate	Other
Mercy Care LTC	29%	20%	17%	7%	17%	32%
Banner LTC	25%	31%	25%	13%	22%	19%
United LTC	35%	26%	10%	13%	13%	32%
AZ Overall Average	30%	25%	17%	11%	17%	28%
Weighted NCI-AD Average	36%	18%	13%	24%	25%	17%

Table 72. People who are paid to help them do things the way they want them done

Program	Yes, All Paid Support Workers, Always or Almost Always	Some or Usually	No, Never or Rarely	N
Mercy Care LTC	75%	17%	8%	53
Banner LTC	85%	13%	3%	39
United LTC	78%	12%	10%	49
AZ Overall Average	79%	14%	7%	141
Weighted NCI-AD Average	86%	12%	2%	9285

Table 73. Usually likes how they spend their time during the day

Program	Yes, Always, or Almost Always	Sometimes	No, Never or Rarely	N
Mercy Care LTC	71%	21%	9%	82
Banner LTC	57%	36%	7%	56
United LTC	62%	29%	9%	69
AZ Overall Average	64%	28%	8%	207
Weighted NCI-AD Average	63%	27%	10%	15507

Technology

Table 74. Has access to the internet*Proxy respondents were allowed for this question*

Program	Yes	Sometimes	No	N
Mercy Care LTC	86%	2%	12%	155
Banner LTC	81%	2%	17%	105
United LTC	86%	0%	14%	125
AZ Overall Average	85%	1%	14%	385
Weighted NCI-AD Average	75%	2%	23%	19930

Table 75. Frequency with which people use the internet*Proxy respondents were allowed for this question.*

Program	Daily	Several Times a Week	Several Times a Month	Several Times a Year	Don't Use It at All	N
Mercy Care LTC	61%	6%	1%	3%	28%	137
Banner LTC	45%	8%	4%	2%	41%	85
United LTC	47%	12%	1%	4%	36%	107
AZ Overall Average	52%	9%	2%	3%	34%	329
Weighted NCI-AD Average	65%	11%	5%	2%	17%	14951

Table 76. Always has a stable internet connection*Proxy respondents were allowed for this question.*

Program	Always Works	Sometimes Works	Rarely or Never Works	N
Mercy Care LTC	81%	18%	1%	116
Banner LTC	88%	12%	0%	59
United LTC	91%	9%	0%	86
AZ Overall Average	86%	14%	0%	261
Weighted NCI-AD Average	85%	13%	2%	13661

Table 77. Has talked to health professionals using video conference/telehealth*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	48%	52%	154
Banner LTC	42%	58%	96
United LTC	55%	45%	120
AZ Overall Average	49%	51%	370
Weighted NCI-AD Average	43%	57%	19520

Table 78. Liked talking to health care providers using telehealth

Program	Yes, Completely	Yes, In Part	No	N
Mercy Care LTC	61%	15%	24%	46
Banner LTC	54%	15%	31%	26
United LTC	66%	24%	11%	38
AZ Overall Average	61%	18%	21%	110
Weighted NCI-AD Average	61%	22%	17%	6560

Access to Needed Equipment

Table 79. Needs grab bars in the bathroom or elsewhere in their home

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Mercy Care LTC	6%	7%	68%	19%	160
Banner LTC	5%	5%	73%	17%	104
United LTC	13%	5%	73%	9%	126
AZ Overall Average	8%	6%	71%	15%	390
Weighted NCI-AD Average	11%	4%	59%	25%	20407

Table 80. Needs other bathroom modifications

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Mercy Care LTC	11%	3%	38%	48%	156
Banner LTC	4%	4%	42%	49%	99
United LTC	10%	5%	42%	43%	125
AZ Overall Average	9%	4%	41%	47%	380
Weighted NCI-AD Average	11%	3%	27%	59%	19790

Table 81. Needs a shower chair

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Mercy Care LTC	5%	9%	63%	23%	159
Banner LTC	2%	5%	81%	13%	104
United LTC	5%	8%	68%	19%	126
AZ Overall Average	4%	8%	69%	19%	389
Weighted NCI-AD Average	7%	5%	59%	28%	20332

Table 82. Needs a specialized bed

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Mercy Care LTC	6%	11%	45%	39%	160
Banner LTC	5%	5%	52%	39%	106
United LTC	7%	9%	43%	42%	127
AZ Overall Average	6%	8%	46%	40%	393
Weighted NCI-AD Average	8%	4%	24%	64%	20302

Table 83. Need for a ramp (either inside or outside of their residence)*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Mercy Care LTC	7%	2%	45%	46%	156
Banner LTC	7%	2%	54%	37%	102
United LTC	7%	4%	50%	40%	123
AZ Overall Average	7%	3%	49%	42%	381
Weighted NCI-AD Average	6%	3%	27%	63%	20290

Table 84. Needs other home modifications that does not have

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Mercy Care LTC	n/a	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a	n/a
United LTC	n/a	n/a	n/a	n/a	n/a
AZ Overall Average	50%	8%	42%	0%	36
Weighted NCI-AD Average	7%	2%	8%	83%	13206

Table note: Mercy Care LTC, Banner LTC, United LTC had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Table 85. Needs a wheelchair

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Mercy Care LTC	4%	14%	52%	30%	161
Banner LTC	5%	9%	59%	28%	104
United LTC	5%	13%	56%	26%	127
AZ Overall Average	4%	13%	55%	28%	392
Weighted NCI-AD Average	5%	6%	30%	59%	20297

Table 86. Needs a scooter

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Mercy Care LTC	8%	3%	11%	77%	158
Banner LTC	11%	1%	6%	83%	104
United LTC	9%	2%	11%	78%	127
AZ Overall Average	9%	2%	10%	79%	389
Weighted NCI-AD Average	9%	2%	6%	83%	20129

Table 87. Needs a walker

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Mercy Care LTC	3%	6%	42%	49%	160
Banner LTC	2%	4%	51%	43%	104
United LTC	5%	5%	48%	41%	128
AZ Overall Average	3%	5%	46%	45%	392
Weighted NCI-AD Average	3%	5%	45%	47%	20266

Table 88. Needs hearing aids

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Mercy Care LTC	13%	2%	10%	75%	157
Banner LTC	12%	6%	7%	75%	102
United LTC	11%	5%	11%	73%	127
AZ Overall Average	12%	4%	9%	75%	386
Weighted NCI-AD Average	7%	3%	10%	80%	20096

Table 89. Needs glasses

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Mercy Care LTC	5%	19%	49%	28%	160
Banner LTC	6%	17%	51%	25%	103
United LTC	5%	17%	55%	24%	126
AZ Overall Average	5%	18%	51%	26%	389
Weighted NCI-AD Average	4%	18%	55%	23%	20154

Table 90. Needs personal emergency response system (PERS)*Proxy respondents were allowed for this question.*

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Mercy Care LTC	10%	3%	48%	39%	156
Banner LTC	5%	2%	51%	42%	102
United LTC	10%	1%	54%	36%	126
AZ Overall Average	9%	2%	51%	39%	384
Weighted NCI-AD Average	11%	3%	40%	46%	20058

Table 91. Needs an oxygen machine

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Mercy Care LTC	2%	3%	16%	79%	159
Banner LTC	2%	1%	17%	80%	102
United LTC	2%	2%	27%	70%	128
AZ Overall Average	2%	2%	20%	76%	389
Weighted NCI-AD Average	1%	1%	13%	85%	20122

Table 92. Needs other assistive technology equipment but does not have

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Mercy Care LTC	48%	5%	43%	5%	21
Banner LTC	n/a	n/a	n/a	n/a	n/a
United LTC	n/a	n/a	n/a	n/a	n/a
AZ Overall Average	38%	3%	57%	2%	58
Weighted NCI-AD Average	3%	2%	14%	81%	13670

Table note: Banner LTC, United LTC had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Table 93. Needs other equipment but does not have

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Mercy Care LTC	n/a	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a	n/a
United LTC	n/a	n/a	n/a	n/a	n/a
AZ Overall Average	41%	10%	48%	0%	29
Weighted NCI-AD Average	5%	3%	22%	70%	13714

Table note: Mercy Care LTC, Banner LTC, United LTC had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Medications

Table 94. Knows what prescription medications are for

Program	Yes	Maybe, Not Sure	No	N
Mercy Care LTC	88%	6%	6%	81
Banner LTC	86%	6%	8%	51
United LTC	87%	10%	3%	63
AZ Overall Average	87%	7%	6%	195
Weighted NCI-AD Average	87%	8%	5%	14971

Table 95. Takes medication to help feel less sad or depressed*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	43%	57%	153
Banner LTC	37%	63%	89
United LTC	49%	51%	123
AZ Overall Average	44%	56%	365
Weighted NCI-AD Average	44%	56%	19144

Health care

Table 96. Has access to mental health services if they want them

Program	Yes, Always	Usually	No, Only Sometimes or Rarely	N
Mercy Care LTC	91%	3%	6%	77
Banner LTC	93%	0%	7%	44
United LTC	92%	2%	6%	64
AZ Overall Average	92%	2%	6%	185
Weighted NCI-AD Average	89%	2%	10%	14131

Table 97. Can get an appointment to see or talk to their primary care doctor when they need to*Proxy respondents were allowed for this question.*

Program	Yes, Always	Usually	No, Only Sometimes or Rarely	N
Mercy Care LTC	89%	4%	7%	157
Banner LTC	84%	7%	9%	97
United LTC	84%	9%	7%	122
AZ Overall Average	86%	6%	8%	376
Weighted NCI-AD Average	83%	11%	7%	19497

Table 98. Went to the emergency room for any reason in the past 12 months*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	47%	53%	159
Banner LTC	43%	57%	104
United LTC	47%	53%	122
AZ Overall Average	46%	54%	385
Weighted NCI-AD Average	43%	57%	19717

Table 99. Has gone to the emergency room in the past 12 months due to falling or losing balance*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	22%	78%	72
Banner LTC	32%	68%	44
United LTC	30%	70%	57
AZ Overall Average	27%	73%	173
Weighted NCI-AD Average	26%	74%	8702

Table 100. Has gone to the emergency room in the past 12 months due to tooth or mouth pain*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	3%	97%	74
Banner LTC	7%	93%	45
United LTC	2%	98%	57
AZ Overall Average	3%	97%	176
Weighted NCI-AD Average	3%	97%	8675

Table 101. Has gone to the emergency room in the past 12 months due to not being able to see their primary care physician*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	8%	92%	75
Banner LTC	16%	84%	43
United LTC	9%	91%	57
AZ Overall Average	10%	90%	175
Weighted NCI-AD Average	11%	89%	8647

Table 102. Had a physical exam or wellness visit in the past 12 months*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	82%	18%	153
Banner LTC	73%	27%	97
United LTC	84%	16%	118
AZ Overall Average	80%	20%	368
Weighted NCI-AD Average	83%	17%	19364

Table 103. Had a hearing exam in the past 4 years*Proxy respondents were allowed for this question.*

Program	5 Years Ago or More	3-4 Years Ago	1-2 Years Ago	Past Year	Has Not Had One	N
Mercy Care LTC	28%	8%	17%	18%	29%	119
Banner LTC	21%	10%	15%	19%	35%	72
United LTC	35%	9%	13%	28%	15%	93
AZ Overall Average	29%	9%	15%	22%	26%	284
Weighted NCI-AD Average	25%	9%	17%	19%	30%	14960

Table 104. Had a vision exam in the past year*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	61%	39%	155
Banner LTC	53%	47%	99
United LTC	57%	43%	114
AZ Overall Average	58%	42%	368
Weighted NCI-AD Average	58%	42%	19308

Table 105. Had a dental visit in the past 12 months*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	48%	52%	147
Banner LTC	37%	63%	94
United LTC	47%	53%	109
AZ Overall Average	45%	55%	350
Weighted NCI-AD Average	46%	54%	18881

Table 106. Had a flu shot in the past 12 months*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	77%	23%	152
Banner LTC	61%	39%	100
United LTC	68%	32%	117
AZ Overall Average	70%	30%	369
Weighted NCI-AD Average	65%	35%	19237

Table 107. Received the COVID-19 Vaccine*Proxy respondents were allowed for this question.*

Program	Fully Vaccinated and Received at Least One Booster	Fully Vaccinated, but Not Received a Booster	Partially Vaccinated	Not Vaccinated at All	N
Mercy Care LTC	71%	7%	5%	17%	156
Banner LTC	74%	8%	1%	17%	103
United LTC	71%	6%	6%	18%	123
AZ Overall Average	72%	7%	4%	17%	382
Weighted NCI-AD Average	62%	13%	4%	21%	19331

Table 108. Has access to healthy foods when they want them*Proxy respondents were allowed for this question.*

Program	Yes, Often	Sometimes	No	N
Mercy Care LTC	85%	7%	8%	158
Banner LTC	82%	9%	9%	99
United LTC	90%	5%	5%	125
AZ Overall Average	86%	7%	7%	382
Weighted NCI-AD Average	86%	9%	5%	19981

Table 109. Overall Health

Proxy respondents were allowed for this question.

Program	Excellent	Very Good	Good	Fair	Poor	N
Mercy Care LTC	3%	15%	32%	34%	17%	161
Banner LTC	2%	16%	37%	25%	20%	103
United LTC	6%	13%	31%	31%	20%	127
AZ Overall Average	4%	14%	33%	30%	19%	391
Weighted NCI-AD Average	3%	11%	31%	39%	17%	20003

Table 110. Health compared to 12 months ago*Proxy respondents were allowed for this question.*

Program	Much Better	Somewhat Better	About the Same	Somewhat Worse	Much Worse	N
Mercy Care LTC	11%	16%	41%	23%	10%	160
Banner LTC	11%	8%	48%	24%	10%	102
United LTC	7%	14%	42%	29%	7%	125
AZ Overall Average	10%	13%	43%	25%	9%	387
Weighted NCI-AD Average	7%	15%	48%	23%	7%	19996

Table 111. In the past 12 months, forgets things more often than before*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	58%	42%	156
Banner LTC	63%	37%	102
United LTC	58%	42%	125
AZ Overall Average	59%	41%	383
Weighted NCI-AD Average	48%	52%	19463

Table 112. Has discussed forgetting things with a doctor or a nurse (if they have been forgetting things more often in the past 12 months)*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	79%	21%	86
Banner LTC	71%	29%	62
United LTC	66%	34%	71
AZ Overall Average	73%	27%	219
Weighted NCI-AD Average	67%	33%	8996

Table 113. Amount of physical activity per week*Proxy respondents were allowed for this question.*

Program	Does Not Exercise	Less Than One hour	One to Two Hours	More Than Two Hours	N
Mercy Care LTC	31%	21%	22%	26%	155
Banner LTC	36%	20%	18%	26%	100
United LTC	32%	19%	22%	27%	124
AZ Overall Average	33%	20%	21%	26%	379
Weighted NCI-AD Average	30%	21%	21%	27%	19701

Table 114. Often feels lonely

Program	Yes, Often	Sometimes	Not Often, Never or Almost Never	N
Mercy Care LTC	12%	38%	49%	81
Banner LTC	13%	27%	61%	56
United LTC	16%	40%	44%	68
AZ Overall Average	14%	36%	51%	205
Weighted NCI-AD Average	21%	31%	48%	15084

Affordability

Table 115. Ever has to skip meals due to financial worries*Proxy respondents were allowed for this question.*

Program	Yes, often	Sometimes	No	N
Mercy Care LTC	2%	5%	93%	160
Banner LTC	4%	4%	92%	101
United LTC	1%	6%	94%	126
AZ Overall Average	2%	5%	93%	387
Weighted NCI-AD Average	5%	8%	87%	19965

Table 116. They or someone else has concerns about falling or being unstable*Proxy respondents were allowed for this question.*

Program	Yes, often	Sometimes	No	N
Mercy Care LTC	42%	14%	43%	159
Banner LTC	61%	10%	29%	105
United LTC	44%	13%	44%	128
AZ Overall Average	48%	13%	40%	392
Weighted NCI-AD Average	37%	16%	47%	20478

Table 117. Has worked with someone to reduce risk of falls (if someone has concerns about them falling or being unstable)*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	86%	14%	88
Banner LTC	89%	11%	73
United LTC	83%	17%	69
AZ Overall Average	86%	14%	230
Weighted NCI-AD Average	81%	19%	11285

Table 118. Able to get to safety quickly in case of an emergency*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	77%	23%	148
Banner LTC	84%	16%	96
United LTC	80%	20%	117
AZ Overall Average	80%	20%	361
Weighted NCI-AD Average	88%	12%	19346

Table 119. Knows who to talk to if they are mistreated, hurt, disrespected by others

Program	Yes	Maybe, Not Sure	No	N
Mercy Care LTC	88%	4%	9%	80
Banner LTC	79%	9%	13%	56
United LTC	84%	3%	13%	68
AZ Overall Average	84%	5%	11%	204
Weighted NCI-AD Average	81%	4%	15%	15605

Table 120. Are ever worried for the security of their personal belongings

Program	Yes at Least Sometimes	No, Never	N
Mercy Care LTC	22%	78%	82
Banner LTC	21%	79%	57
United LTC	28%	72%	69
AZ Overall Average	24%	76%	208
Weighted NCI-AD Average	14%	86%	15812

Table 121. Someone used or took their money without their permission in the past 12 months

Program	Yes	No	N
Mercy Care LTC	6%	94%	82
Banner LTC	9%	91%	57
United LTC	12%	88%	66
AZ Overall Average	9%	91%	205
Weighted NCI-AD Average	6%	94%	15768

Table 122. Feels safe around people who are paid to help them

Program	Yes, All Paid Support Workers, Always	No, Not All Workers, or Not Always	N
Mercy Care LTC	90%	10%	52
Banner LTC	100%	0%	40
United LTC	92%	8%	49
AZ Overall Average	94%	6%	141
Weighted NCI-AD Average	98%	2%	9305

Rights and Respect

Table 123. Gets information about services in their preferred language (if preferred language is not English)

Proxy respondents were allowed for this question.

Program	Yes, All Information	Some Information	No	N
Mercy Care LTC	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a
United LTC	n/a	n/a	n/a	n/a
AZ Overall Average	n/a	n/a	n/a	n/a
Weighted NCI-AD Average	49%	36%	15%	1413

Table note: Mercy Care LTC, Banner LTC, United LTC, AZ Overall Average had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Table 124. Services and supports are delivered in a way that is respectful of their culture

Program	Yes	Sometimes, or Some Services	No	N
Mercy Care LTC	95%	3%	2%	61
Banner LTC	95%	2%	2%	41
United LTC	92%	4%	4%	53
AZ Overall Average	94%	3%	3%	155
Weighted NCI-AD Average	95%	3%	2%	13874

Table 125. People who are paid to help them treat them with respect

Program	Yes, All Paid Support Workers, Always or Almost Always	Some or Usually	No, Never or Rarely	N
Mercy Care LTC	83%	15%	2%	53
Banner LTC	90%	10%	0%	40
United LTC	80%	14%	6%	49
AZ Overall Average	84%	13%	3%	142
Weighted NCI-AD Average	93%	6%	1%	9300

Table 126. Others ask before coming into their home/room (if living in a group setting)

Program	Yes, Always	Usually, but Not Always	Sometimes, Rarely, or Never	N
Mercy Care LTC	72%	16%	12%	25
Banner LTC	72%	21%	7%	29
United LTC	62%	16%	22%	37
AZ Overall Average	68%	18%	14%	91
Weighted NCI-AD Average	75%	16%	9%	2947

Table 127. Able to lock doors to room (if living in a group setting)

Program	Yes	No	N
Mercy Care LTC	39%	61%	23
Banner LTC	38%	62%	29
United LTC	57%	43%	35
AZ Overall Average	46%	54%	87
Weighted NCI-AD Average	53%	47%	2841

Table 128. Has enough privacy where lives (if living in a group setting)

Program	Yes, Always	Usually, but Not Always	Sometimes, Rarely, or Never	N
Mercy Care LTC	60%	24%	16%	25
Banner LTC	73%	20%	7%	30
United LTC	81%	8%	11%	37
AZ Overall Average	73%	16%	11%	92
Weighted NCI-AD Average	75%	16%	9%	2944

Table 129. Can have visitors at any time (if living in a group setting)

Program	Yes	No	N
Mercy Care LTC	83%	17%	23
Banner LTC	83%	17%	29
United LTC	81%	19%	36
AZ Overall Average	82%	18%	88
Weighted NCI-AD Average	81%	19%	2838

Table 130. Can get something to eat or grab a snack anytime they (if living in a group setting)

Program	Yes	No	N
Mercy Care LTC	63%	38%	24
Banner LTC	70%	30%	30
United LTC	81%	19%	36
AZ Overall Average	72%	28%	90
Weighted NCI-AD Average	87%	13%	2890

Person-Centered Planning (State Optional Module)

Table 131. Very or fully involved in making decisions about what is in the service plan

Program	Very or Fully Involved	Somewhat	Very Little	Not at All	N
Mercy Care LTC	n/a	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a	n/a
United LTC	n/a	n/a	n/a	n/a	n/a
AZ Overall Average	79%	19%	2%	0%	42
Weighted NCI-AD Average	84%	14%	2%	1%	5802

Table note: Mercy Care LTC, Banner LTC, United LTC had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Table 132. Remembers their last service planning meeting

Program	Yes	No	N
Mercy Care LTC	84%	16%	58
Banner LTC	84%	16%	38
United LTC	82%	18%	49
AZ Overall Average	83%	17%	145
Weighted NCI-AD Average	62%	38%	9694

Table 133. Service planning meeting took place at a time that was good for them

Program	Yes	No	N
Mercy Care LTC	98%	2%	49
Banner LTC	97%	3%	32
United LTC	100%	0%	40
AZ Overall Average	98%	2%	121
Weighted NCI-AD Average	99%	1%	6055

Table 134. Service planning meeting took place in a place that was good for them

Program	Yes	No	N
Mercy Care LTC	100%	0%	49
Banner LTC	97%	3%	32
United LTC	100%	0%	40
AZ Overall Average	99%	1%	121
Weighted NCI-AD Average	99%	1%	6060

Table 135. Service planning meeting included the people they wanted to be there

Program	Yes	Some People	No	N
Mercy Care LTC	90%	2%	8%	48
Banner LTC	88%	3%	9%	32
United LTC	93%	5%	3%	40
AZ Overall Average	90%	3%	7%	120
Weighted NCI-AD Average	96%	1%	3%	6010

Table 136. People at the service planning meeting listened to needs and preferences

Program	Completely	Mostly	Somewhat	Very Little	Not at All	N
Mercy Care LTC	73%	16%	8%	2%	0%	49
Banner LTC	78%	9%	6%	3%	3%	32
United LTC	80%	15%	3%	3%	0%	40
AZ Overall Average	77%	14%	6%	2%	1%	121
Weighted NCI-AD Average	77%	16%	5%	2%	1%	6045

Table 137. Received a copy of the service plan after the service planning meeting

Program	Yes	No	N
Mercy Care LTC	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a
United LTC	n/a	n/a	n/a
AZ Overall Average	90%	10%	40
Weighted NCI-AD Average	91%	9%	4642

Table note: Mercy Care LTC, Banner LTC, United LTC had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Table 138. Current service plan reflects what was talked about at the service plan meeting

Program	Yes, Completely	Yes, In Part	No	N
Mercy Care LTC	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a
United LTC	n/a	n/a	n/a	n/a
AZ Overall Average	90%	0%	10%	41
Weighted NCI-AD Average	90%	8%	2%	4658

Table note: Mercy Care LTC, Banner LTC, United LTC had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Table 139. Choices and preferences are reflected in current service plan

Program	Yes, All/Completely	Yes, Some/In Part	No	N
Mercy Care LTC	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a
United LTC	n/a	n/a	n/a	n/a
AZ Overall Average	86%	9%	5%	43
Weighted NCI-AD Average	87%	11%	2%	5594

Table note: Mercy Care LTC, Banner LTC, United LTC had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.

Self-Direction

Note: all but one item in this section- 'Uses self-directed supports option' (Table 140) is part of a state option module.

Note: Arizona did not participate in the Self-Direction Module.

Table 140. Uses self-directed supports option

Information may only come from existing records; this differs from previous years as those indicated as “Don’t Know” are not included in the reporting of the measure.

Program	Yes	No	N
Mercy Care LTC	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a
United LTC	n/a	n/a	n/a
AZ Overall Average	n/a	n/a	n/a
Weighted NCI-AD Average	30%	70%	16483

Table note: Mercy Care LTC, Banner LTC, United LTC, AZ Overall Average had an N of less than 20, so their data is reported as n/a. They are included in the AZ Overall Average and Weighted NCI-AD Average.