

Excellence in Action award

My InnerView, the nation's leading provider of performance-improvement solutions for the senior care profession, presents the annual **Excellence in Action** award, honoring superior customer and workforce satisfaction in nursing homes.

The 2009 award recognizes those nursing homes that have made a commitment to continuous quality improvement and have successfully made quality a priority to better serve their customers' and employees' needs. The customer award was earned by 342 nursing homes and 258 nursing homes received the workforce award.



2009 award criteria

The Excellence in Action Award is presented to any My InnerView customer who meets the following criteria:

1. Completed a customer (resident or family) or workforce satisfaction survey during calendar year 2009, using standard nursing facility instruments (may or may not include additional custom questions)
2. Had a minimum of 10 responses, with a minimum 30% response rate
3. For customer satisfaction: Scored in the top 10% of qualifying facilities on the question "What is your recommendation of this facility to others?" in terms of the percentage of respondents rating the facility as "excellent"

For workforce satisfaction: Scored in the top 10% of qualifying facilities on the question "What is your recommendation of this facility as a place to work?" in terms of the percentage of respondents rating the facility as "excellent"

All standard data for calendar year 2009 were combined into one sample, regardless of method or date of administration. "Customer" combines resident and family data.

My InnerView background

By maintaining the profession's largest private database of quality customer and workforce satisfaction metrics, My InnerView gives leaders in assisted living, senior housing and skilled nursing professions the research, insights and solutions that matter most to providing the highest quality of care and service. My InnerView works with more than 8,500 senior care providers throughout the United States.

Award winners

A complete listing of facilities receiving the 2009 Excellence in Action award is available for download at www.myinnerview.com (Resource Center). For more information, contact My InnerView at (715) 848-2713 or award@myinnerview.com.


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