



Contact:

Scott Smith
OCS and My InnerView
800.601.3884
scosmi@ocsys.com

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My InnerView recognizes nursing homes for outstanding customer and employee satisfaction

The Excellence in Action awards highlight the top 10 percent of facilities that scored “excellent” when asked about recommending a facility for care (residents and families) or as a place to work (employees).

Lincoln, NE (PRWeb) September 14, 2011 – [My InnerView](#), a combined business unit with [OCS](#) and a division of [National Research Corporation](#), yesterday recognized 593 nursing homes with 2010-2011 [Excellence in Action](#) awards. This honor recognizes nursing homes that achieve the highest levels of satisfaction excellence, as demonstrated by overall customer or workforce satisfaction scores that fall within the top 10 percent of My InnerView’s database—the largest skilled nursing facility database of its kind in the U.S.

“Celebrating the fifth year of Excellence in Action awards, it’s important to note that this year’s awards recipients were first recognized by their own customers and employees,” said Amanda Twiss, CEO of My InnerView-OCS. “There is no doubt that these nursing homes understand the value of measuring quality improvement over time, as evidenced not only by their outstanding scores, but the differences that they are making in the lives of their residents and employees.”

The Excellence in Action awards are presented exclusively to My InnerView clients. Qualifying nursing homes (almost 5,500) must have completed a customer (resident or family) or workforce (employee) satisfaction survey in 2010, achieved a minimum of 10 responses with a minimum 30 percent response rate, and scored in the top 10 percent of qualifying facilities on the question “What is your recommendation of this facility to others” or “What is your recommendation of this facility as a place to work?” in terms of the percentage of respondents rating the facility as “excellent.”

An interesting data point discovered during the Excellence in Action analysis revealed that the states with the highest number of winners coincided exactly with two state-sponsored satisfaction survey programs that have virtually universal facility participation and very high response rates: Oklahoma and Georgia. Medicaid programs in both states emphasize customer and staff satisfaction as part of pay-for-performance arrangements that reward facilities meeting elevated performance targets.

“Given the changes and challenges that are facing skilled nursing facilities, these findings reinforce the importance of continuing to measure quality and satisfaction,” said Mary Oakes, Vice President of Strategic Relationships. “Focusing improvement efforts on areas that matter most to nursing home stakeholders leads to better program evaluation, quality assurance, talent recruiting, and more insightful marketing.”

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My InnerView, OCS, and National Research Corporation would like to congratulate the winning facilities. The list of 2010-2011 [Excellence in Action](#) winning facilities is available for download on the My InnerView website.

About My InnerView and OCS

As a combined business unit of National Research Corporation, My InnerView and OCS empower clients and partners throughout the entire post-acute continuum of care, including skilled nursing, assisted living, home health, hospice, and more. The company offers market-leading survey solutions, predictive tools, data analytics, quality and outcomes reporting, financial insights, and the nation's largest comparative databases. My InnerView and OCS partner with more than 12,000 post-acute providers.

For more information, please visit the [My InnerView](#) and [OCS](#) websites, write to info@myinnerview.com or info@ocsys.com, or call 800.601.3884 and 888.325.3396.

About National Research Corporation

[National Research Corporation](#), headquartered in Lincoln, Nebraska, is a leading provider of performance measurement, improvement services, and governance education to the healthcare industry in the United States and Canada.

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