

2009 National Report highlights at a glance

The 2009 National Report is the fifth and most in-depth annual report published by My InnerView. It illustrates that the record-high level of satisfaction among nursing home consumers (residents and families) and employees reported was in 2008 is essentially unchanged in 2009.

- 85% of consumers (residents and their families) and 68% of employees would recommend their long-term care facility. However, care or concern shown by staff as well as meeting resident choices and preferences are some of the top priority items for improving resident and family satisfaction.
- Workforce recommendation increased in every job category between 2007 and 2009, although it is higher in non-nursing positions. Assistance with job stress, along with the attentiveness of management, are significant opportunities for leaders to address in order to improve nurse and nursing assistant satisfaction.
- Consumer and workforce satisfaction are correlated positively; facilities with higher workforce satisfaction also have higher consumer satisfaction and vice versa.
- Pay-for-performance continues to have a positive impact on workforce (and thus consumer) satisfaction.

For the first time in any national survey of nursing homes, the 2009 National Report presents how the words used by consumers and staff affect their likelihood to recommend a facility.

- For instance, the word “treat” has a positive connotation among consumers, but a negative connotation for staff. For both groups it is predictive of whether or not they would recommend.

The number of nursing homes participating in My InnerView national surveys has increased every year since our first report in 2005. Now representing 5,091 nursing homes — fully one in every three facilities in the United States — the 2009 National Report includes responses from 283,404 employees, 82,473 residents and 150,829 family members.

An electronic version of the report and other related information (including the 2005, 2006, 2007 and 2008 reports) can be found at www.myinnerview.com.

