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My InnerView releases two national reports highlighting quality and satisfaction among nursing homes and assisted living facilities

Studies show that the majority of residents, families, and employees recommend nursing homes and assisted living facilities.

Lincoln, NE (PRWeb) September 19, 2011 – [My InnerView](#), a combined business unit with [OCS](#) and a division of [National Research Corporation](#), is announcing the release of two national reports. The 2010-2011 National Survey of Customer and Employee Satisfaction in Nursing Homes (SNF National Report) represents the sixth consecutive annual study for skilled nursing facilities in the U.S. Also, My InnerView is excited to announce the inaugural launch of a second report, the 2010-2011 National Survey of and Employee Satisfaction in Assisted Living Facilities (ALF National Report). These [complimentary national reports are available for download](#) through the My InnerView website.

“The importance of capturing the voices of caregivers, residents, and families of skilled nursing and assisted living facilities cannot be overstated,” said Amanda Twiss, CEO of My InnerView-OCS. “My InnerView and National Research Corporation are pleased to present the data and information from these studies for the advancement and benefit of the long term care profession.”

Some key findings in the SNF National Report reveal that 87 percent of skilled nursing facility customers recommend their nursing homes as a “good” or “excellent” place to receive care (88 percent of residents and 87 percent of families). In addition, it was found that 69 percent of skilled nursing facility employees surveyed recommend their community as a “good” or “excellent” place to work, while 76 percent recommend their facility as a “good” or “excellent” place to receive care.

Interesting data points in the inaugural ALF National Report indicate that 92 percent of assisted living facilities recommend their community as a “good” or “excellent” place to receive care (91 percent of residents and 94 percent of families). Plus, 76 percent of assisted living facility employees recommend their community as a “good” or “excellent” place to work, while 86 percent would recommend their facility as a “good” or “excellent” place to receive care.

“These reports provide some remarkable insight into the subject of satisfaction in the long term care profession,” said Christine Lang, Vice President of Customer Programs and Support. “For instance, positive

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recommendation scores have been increasing over the past several years. This point alone drives home the importance and value of measuring quality over time.

Other data points worth mentioning include positive relationships found between employee and family satisfaction, and between family and resident satisfaction in both care settings. Further, in the nursing home setting, there are positive relationships found between both employee and family satisfaction and the quality indicators published on Nursing Home Compare by the Centers for Medicare and Medicaid Services.

For complete details and findings, [download the national reports from 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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