

2008 National Report highlights at a glance

Nursing home consumer satisfaction has reached its highest level since the report was first published in 2005, while workforce satisfaction is at its highest level since the initial employee report in 2006.

- The report shows a majority (85%) of consumers report their satisfaction as either "excellent" or "good." Sixty-six percent (66%) of employees would recommend their facility as a place to work as either "excellent" or "good." These satisfaction levels are at their highest levels since My InnerView began conducting research on these trends in 2005, and have increased by three percentage points since 2007.

Increases in survey participation have driven the size of My InnerView's database to an all-time high. The 2008 report encompasses data from one in three facilities in the United States.

- Every year since 2005, the number of nursing homes participating in the voluntary surveys has increased — reaching one in every three facilities in the United States as of 2008. Responses from 223,449 employees, 54,711 residents and 146,949 family members in 5,075 nursing facilities across the United States are included in the study.

Although satisfaction levels are high, the report states that 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, while meeting resident choices and preferences as well as management attentiveness are some of the top priority items for improving resident and family satisfaction.

Data in the 2008 National Report illustrate:

- The interdependence of family and resident satisfaction, supporting the value of soliciting the voices of both
- The interdependence of consumer and workforce satisfaction, supporting the importance of the workforce in providing quality care to residents
- That facilities who survey both consumers and their workforce have more highly satisfied residents and families

Data in the 2008 National Report support the view of aligning financial incentives with organizational performance (pay-for-performance programs).

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

