

MEET MY INNERVIEW'S RESEARCH TEAM

Numerous researchers, long-term care practitioners and My InnerView staff members were involved in the development of the *2008 National Survey of Consumer and Workforce Satisfaction*. Contributions to the 2008 report were made by the following members of My InnerView's research team:

Leslie A. Grant, Ph.D., is Associate Professor of Healthcare Management in the Division of Health Policy Management and Director of the Center for Aging Services Management at the University of Minnesota. His research interests include organizational innovation in long-term care, health services research, and environment and aging. Dr. Grant is Director of the Center for Aging Services Management. He has recent research grants from The Commonwealth Fund, the U.S. Administration on Aging, and the Alzheimer's Association. He is co-developer of our survey tools.

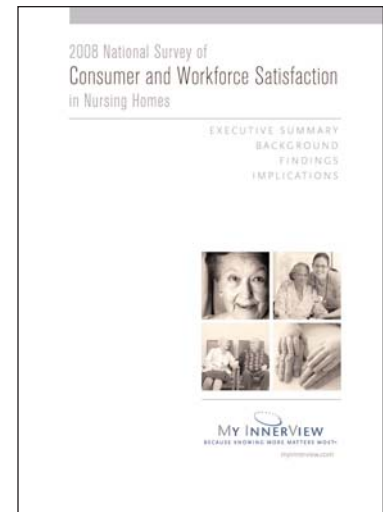
Brad Shiverick, C.P.H.Q., is the Chief Quality Officer. He is responsible for the company's research agenda, and information services activities, and development of strategic direction into new products and business lines. Prior to joining My InnerView, he was the Vice President for Quality Improvement with Harborside Healthcare. He has 20 years of experience in long-term care quality and public policy development.

Peter Janelle, M.P.P., is Senior Research Analyst. He received his Master of Public Policy with a minor in Population Studies from the University of Minnesota's Humphrey Institute of Public Affairs. His research interests include econometric modeling, spatial analysis, demographic analysis and public policy research.

Michael Davern, Ph.D., is an Assistant Professor in the Division of Health Policy and Management in the School of Public Health and is Research Director and Co-Principal Investigator of the State Health Access Data Assistance Center (SHADAC). His research expertise is in survey methods and demographic health data and in applying these to inform health policy. His survey-methods research includes work in non-response, measurement error, imputation, sampling error estimation, weighting and production of federal survey data, as well as other survey data used for state level policy work.

Amy Hu, M.S., Statistician, received her M.S. in Applied Statistics from Bowling Green State University, OH. Her expertise includes many aspects of methodology — experimental design, sample design and estimation, multiple linear and logistic regression and categorical data analysis. Her work provides guidance for healthcare providers to enhance the quality of care and quality of life for their customers and employees.

Eric Lewerenz, M.S., is Director of Information Quality. He has a Master's degree in Health Services Research, Policy and Administration, with an emphasis in Health Information Management from the University of Minnesota's School of Public Health. His interests include database design, data modeling and usability, and improving business effectiveness with high quality data and information.



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