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## NEWS RELEASE

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Contact: Elizabeth Meyer  
Corporate Communications  
Phone: 715-848-2713  
Email: emeyer@myinnerview.com

For Immediate Release

### **National Survey of Resident and Family Satisfaction In Nursing Facilities Shows Increased Satisfaction in Quality of Life**

WAUSAU, Wis., May 9, 2007—Satisfaction scores from this year's *National Survey of Resident and Family Satisfaction in Nursing Facilities* show an increased level of satisfaction in seven quality of life items, says the report released today by Wausau, Wis. based applied research company My InnerView.

“The data used in the 2006 national report comprise the largest dataset ever assembled for the long-term care profession. The voices captured within this report reflect the opinions of those individuals who know best what goes on in America’s nursing facilities,” said Neil Gulsvig, chief executive officer, My InnerView. “This report provides vital information for public policy and public understanding of long-term care, and is especially pertinent as policymakers and key stakeholders continue to emphasize consumer-driven healthcare strategies and person-centered care practices.”

The report shares that the proportion of “excellent” responses showed modest and statistically significant improvements in seven of nine quality of life items when compared to data from last year’s national survey. The seven quality of life items with the greatest improvement in 2006 include the nursing facility’s ability to meet the choices and preferences of the customer, the meaningfulness of activities offered to residents, friendship opportunities for residents, respect for privacy within the facility, resident religious and spiritual opportunities, security of resident belongings, and the quality of the resident’s dining experience.

The data used in this year’s national report comprise the largest dataset ever assembled for the long-term care profession. The report summarizes key findings from 92,433 survey respondents, a 30 percent increase compared to last year’s national survey. Altogether, 2,899 nursing facilities participated in this year’s survey process. Survey responses were collected in 50 states and the District of Columbia.

For a copy of the 2006 national report, visit [www.myinnerview.com](http://www.myinnerview.com) or call (715) 848-2713.

**About My InnerView:** My InnerView is a web-based applied research and data management firm that provides leaders in assisted living, senior housing and skilled nursing professions with tools to measure, benchmark and improve performance. My InnerView is the nation’s leading provider of quality-management tools for long-term care facilities, maintaining the industry’s largest private database of quality and customer satisfaction metrics. Additional information on My InnerView research, comparative data and quality management tools is available at [www.myinnerview.com](http://www.myinnerview.com).

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