Communicating to staff

Resident and family results

NOTE: Personalizing your messages in order to share your survey results is important. This toolkit serves only as a guide for sharing survey results. (Multi-Facility Organizations: My InnerView recommends that you check with your corporate office prior to utilizing the toolkit. Your organization may have its own rules or approval requirements.) We encourage you to personalize and share the statistics that you feel are important to staff and meet the needs of your quality improvement program.

Paycheck stuffer (sample script)
During the recent satisfaction survey that took place at [facility name], our [residents/patients], and family members had many positive comments concerning the quality of care and service you provide to them.

The following were some of the comments we received from the individuals you care for everyday:

- [Share positive comment]
- [Share positive comment]
- [Share positive comment]

Society’s views of nursing homes have not always been positive. Yet, the residents and families surveyed by My InnerView challenge these notions regarding the care that you provide each and every day. What a compliment on your hard work and dedication!

Newsletter (sample script)
[Facility name]’s employees make a difference!

[number] percent of residents and families surveyed during the recent satisfaction survey process at [facility name] rate [survey category] as “excellent” or “good.” What a compliment on your hard work and dedication!

At [facility name], quality improvement is important! Keep these questions in mind as you go through the day. Each time you answer “yes,” you are on your way to meeting your customers’ needs and improving the quality of care we provide.

- Am I really listening to what is being said? Am I considering both their words and their actions?
- Am I doing my best to be patient, kind, and respectful?
- Am I meeting their needs quickly, courteously, and to their satisfaction?
- Is what we’re doing aligned with our mission statement?

Talking points

- Share favorable results with employees during a regular meeting or an in-service
- State what the results mean to your facility
- By giving us “excellent” and “good” ratings, residents are saying that you provide quality care and services and that they are happy in our facility.

Share some of the positive comments received on surveys.