

2010-2011 National Reports highlights at a glance

For the first time, My InnerView has published two National Reports—the sixth edition for skilled nursing facilities and an inaugural launch of an edition for assisted living facilities. Both editions show high levels of satisfaction among customers (residents and families) and employees.



Here are some summary facts about the findings of the 2010-2011 National Report for nursing homes:

- 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).
- 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.
- Positive relationships were found between family and employee satisfaction and the quality indicators published on Nursing Home Compare by the Centers for Medicare and Medicaid Services.
- Bonus spotlight on the issue of caregivers tenure and the role of leaders in nursing homes.

Here are a few summary facts about the first-ever National Report for assisted living facilities:

- 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).
- 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.
- Positive relationships were found between employee and family satisfaction, and between family and resident satisfaction in both care settings.

The number of nursing homes participating in My InnerView national surveys has increased every year since our first report in 2005. Now representing almost 5,500 nursing homes—fully one in every three facilities in the United States—the 2010-2011 National Report for nursing homes includes responses from 256,676 employees, 90,596 residents and 140,828 family members.

The 2010-2011 National Report for assisted living facilities represents almost 1,400 facilities.

Find out more by downloading electronic versions of the reports and other related information (including the 2005-2009 reports) at www.myinnerview.com.