



Wisconsin Health Care Association

Wisconsin Center for Assisted Living

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Contact: Erin Ceello
608.257.0125

Wisconsin Nursing Homes Outperform Nation in Resident, Family, and Staff Satisfaction

MADISON - The Wisconsin Health Care Association (WHCA) today announced that Wisconsin's nursing homes are among the top in the nation for resident and family satisfaction according to national and state-specific results issued by My InnerView, an independent, third-party applied research company providing the long term care field with tools to measure, benchmark and improve performance.

My InnerView, one of the nation's leading applied research firms in quality management for long-term care facilities, found in its 2008 National Survey of Consumer and Workforce Satisfaction in Nursing Homes and its 2008 Wisconsin Executive Summary that Wisconsin nursing homes either held or outperformed the national average in specific measures designed to help consumers determine the quality of a nursing home, such as "recommendation to others," "overall satisfaction," and "quality of RN/LPN care."

"The results from My InnerView demonstrate what we've known all along - our nursing homes are providing Wisconsin seniors with excellent care," said Tom Moore, Executive Director of WHCA. "These results are based on the responses from residents and their families, who are the very best indicators of quality care."

In resident satisfaction reports, 87 percent of Wisconsin nursing home residents surveyed rated their overall satisfaction of the care in they received as "Excellent" or "Good" (national average, 87 percent). Notably, 87 percent also rated their willingness to recommend their facility to others (2 percent above the national average).

My InnerViews' Family Satisfaction 2008 profile for Wisconsin also reported that 88 percent of residents' families rated their overall satisfaction of the care in Wisconsin nursing homes as "Excellent" or "Good" (three percent above the national average). In addition, 87 percent indicated they would recommend the facility in which their family member resided to others (two percent above the national average).

MyInnerView, an independent and nationally-recognized leader in measuring resident and satisfaction in long term care providers, is one of just a few companies that Centers for Medicaid and Medicare Services (CMS) recognizes as having a product that meets its criteria for use in CMS's National Quality Improvement Initiative (NHQI).

View My InnerView's 2008 Wisconsin Executive Summary:
http://www.whca.com/mediaroom/docs/WHCA_MIV_070709.pdf

View My InnerView's 2008 National Survey of Consumer and Workforce Satisfaction in Nursing Homes:
http://www.myinnerview.com/_media/doc/national_report/natrptdraft_050809.pdf

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