

Hearing the voice of the customer

How satisfied are Wisconsin nursing home residents?

Most resident respondents (87%) gave their facility a “good” or “excellent” rating for (a) overall satisfaction and (b) their willingness to recommend it to others.

How satisfied are the families of Wisconsin residents?

Most family respondents (88%) also gave the facility a “good” or “excellent” rating, while 87% gave the facility a “good” or “excellent” rating for their willingness to recommend the facility to others.

In each case, Wisconsin nursing home resident and family satisfaction scores met or exceeded average rates for all U.S. nursing homes surveyed by My InnerView in 2008.

How satisfied are Wisconsin employees?

Consistent with U.S. nursing homes surveyed, a large majority (65%) of Wisconsin nursing home employees rated their level of overall satisfaction as “good” or “excellent” and a similar proportion (66%) would give a “good” or “excellent” recommendation of their facility as a place to work. Most employees (76%) would recommend their facility as a “good” or “excellent” place to receive care.

How well did Wisconsin nursing homes perform in clinical quality measures?

Between 2007 and 2008, Wisconsin Quality Profile users met or exceeded facilities in My InnerView's national database in five out of six clinical outcome measures, namely, residents without:

- (1) acquired physical restraints
- (2) unplanned weight loss/gain
- (3) acquired pressure ulcers
- (4) falls
- (5) anti-psychotic drugs

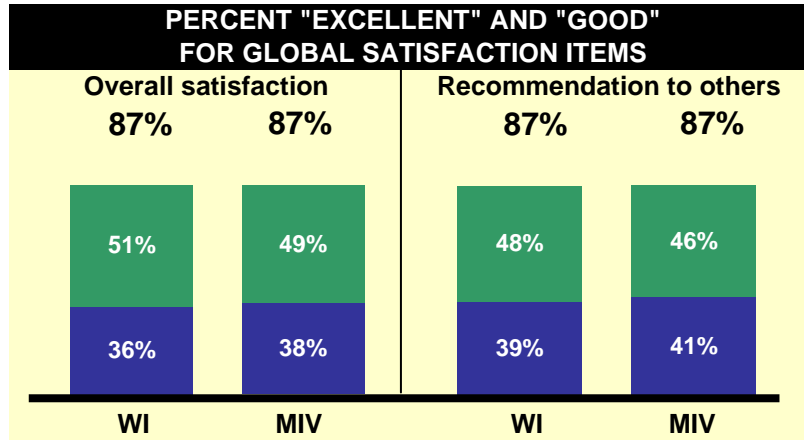
About My InnerView

As part of several quality improvement initiatives, Wisconsin Health Care Association members have committed themselves to improving the quality of care and service their residents receive.

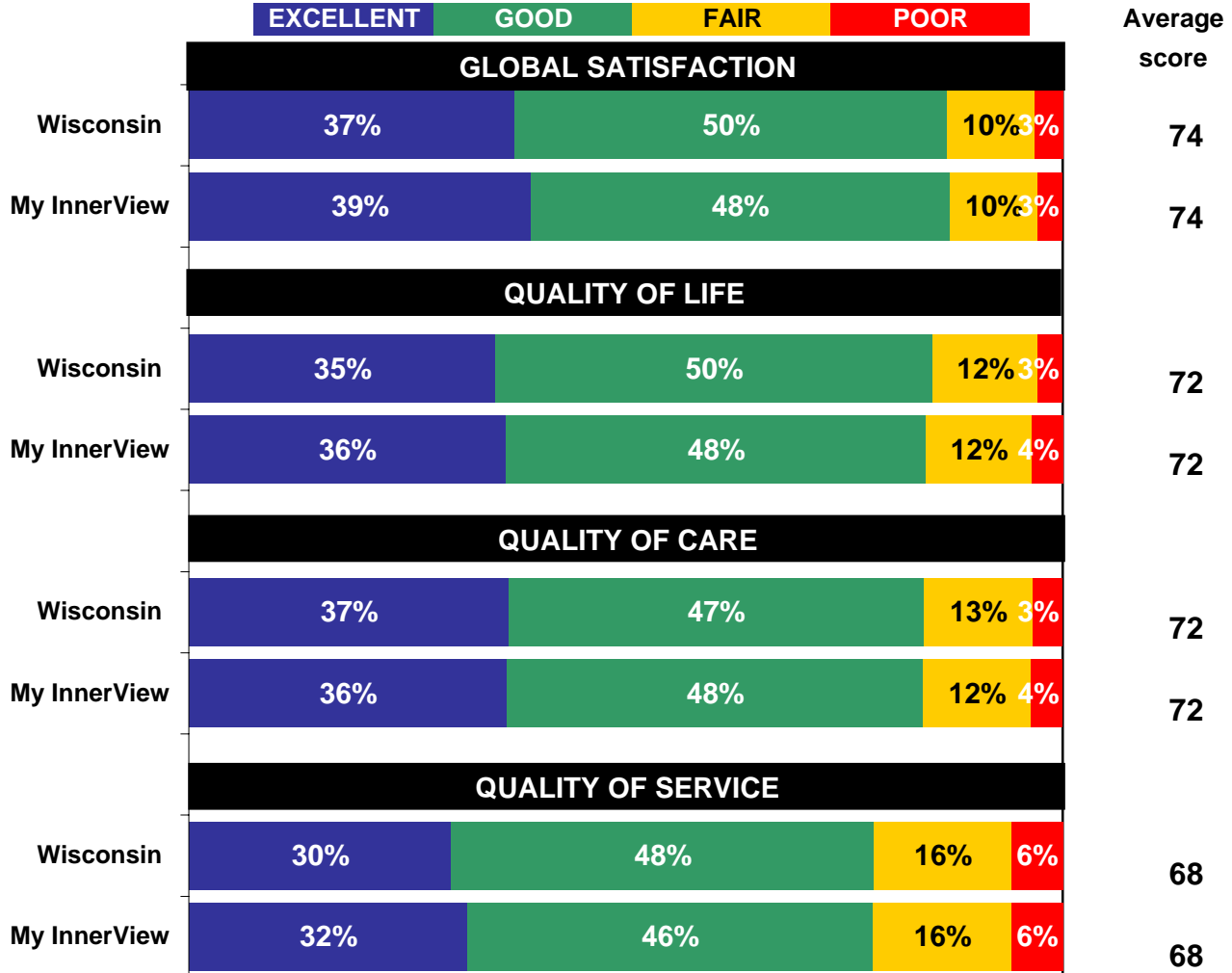
The association has chosen to partner with applied research company My InnerView, a Wausau, Wis. based company providing actionable management intelligence to senior care leaders. My InnerView currently works with over 8,000 senior care customers across the country and provides each of them with actionable data to help them deliver an improved quality of care, life and service to their residents and employees. The company's national database includes resident, family and employee satisfaction survey data, as well as specific clinical and workforce performance outcome measures. Such data was collected from one-third of Wisconsin's participating nursing homes using My InnerView's independently administered surveys and a Web-based instrument for monthly reporting of quality outcome measures. My InnerView has been recognized nationally as a leader in the evidence-based pursuit of quality, and is one of only a handful of satisfaction survey providers approved by the Centers for Medicare and Medicaid Services (CMS) for its Nursing Home Quality Improvement Initiative.

RESIDENT SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2008



(The total percentage listed may be higher or lower than individual rating totals due to rounding)



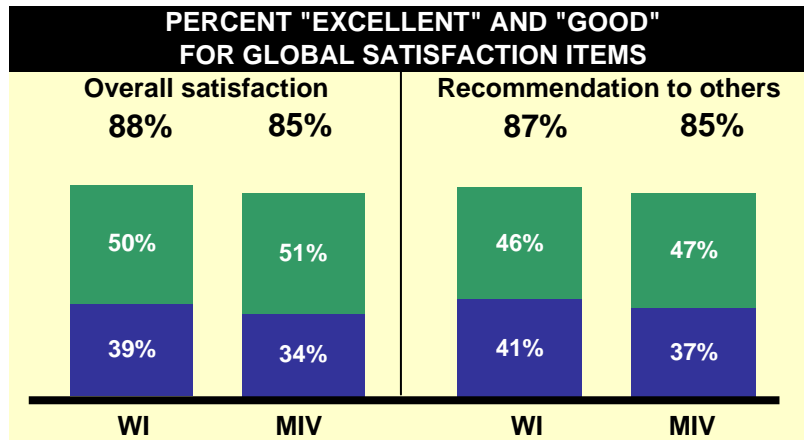
(May not total 100% due to rounding.)

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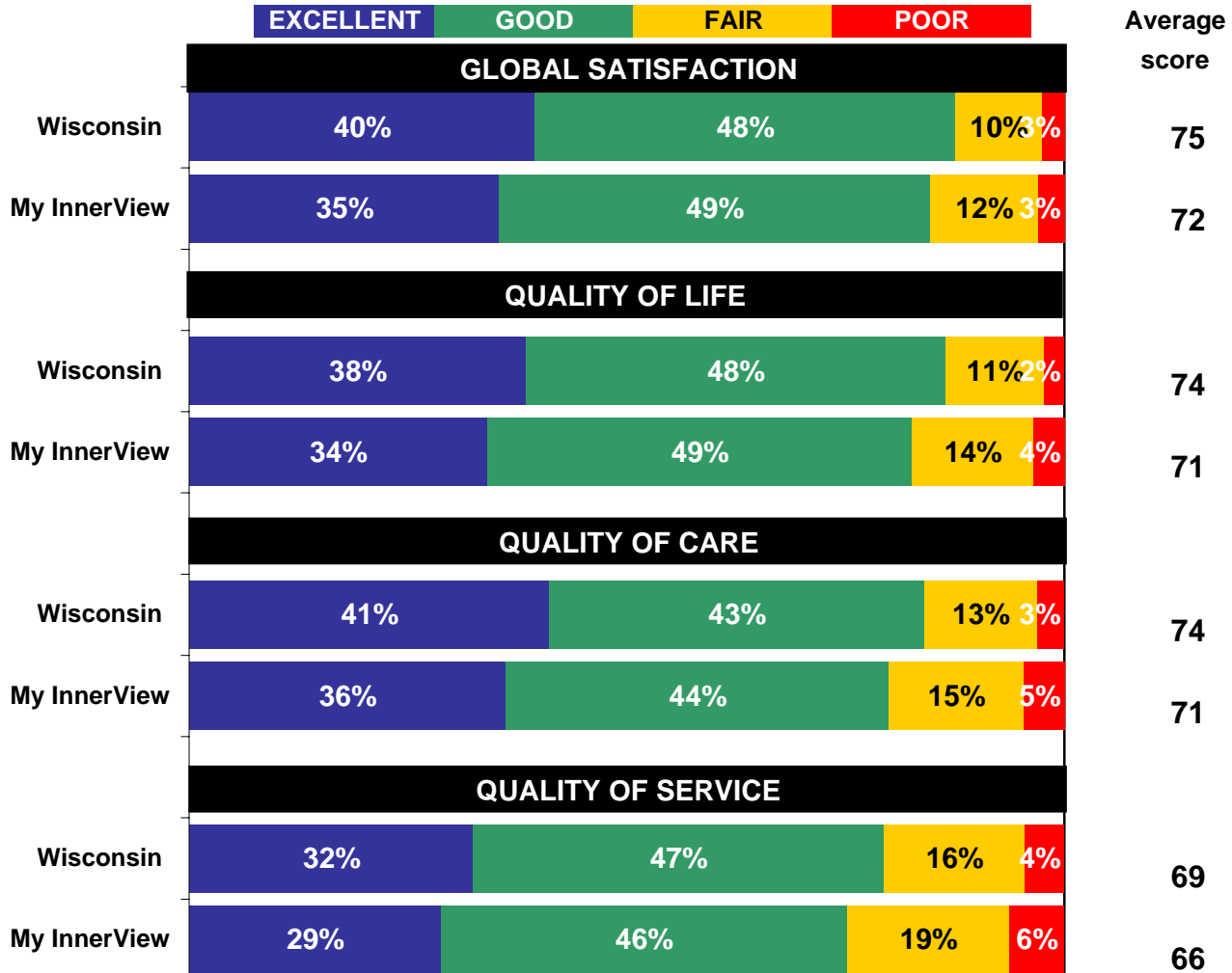
FAMILY SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2008

1



(The total percentage listed may be higher or lower than individual rating totals due to rounding.)

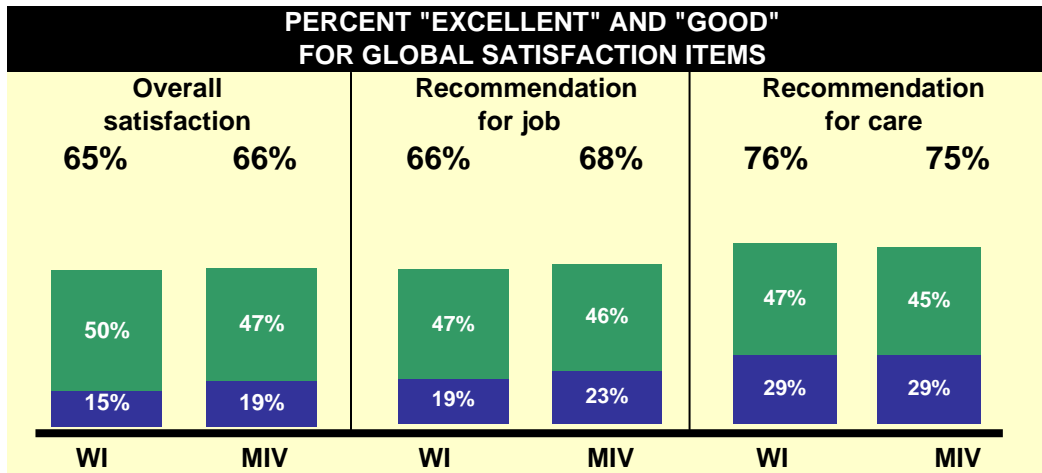


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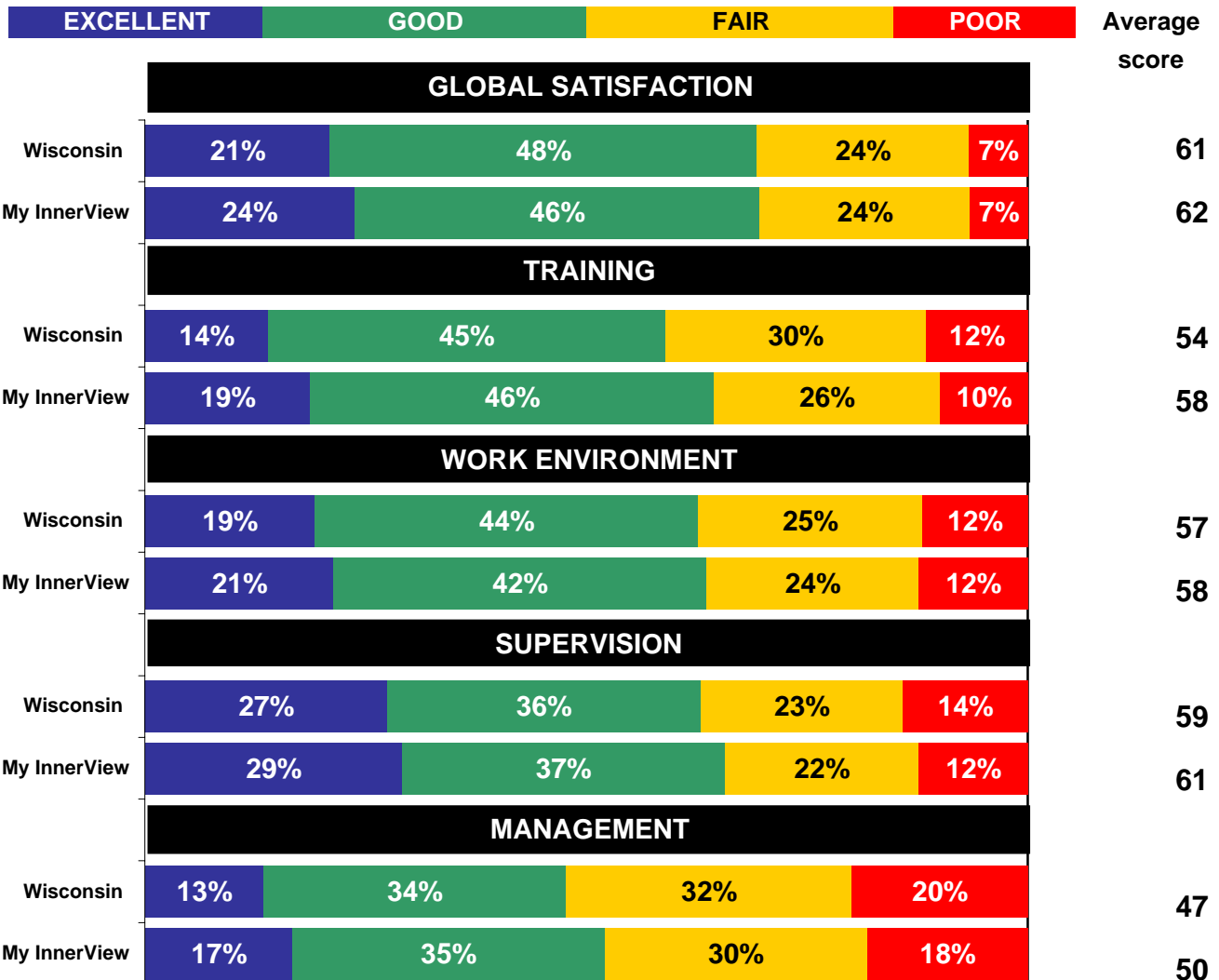
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EMPLOYEE SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2008



(The total percentage listed may be higher or lower than individual rating totals due to rounding.)

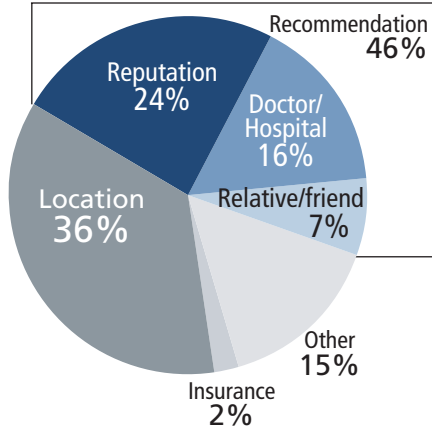


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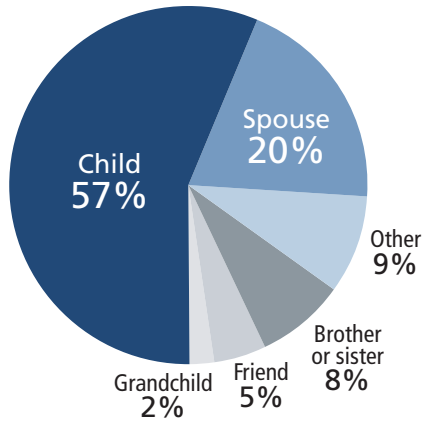
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Family perspectives on nursing home selection and involvement

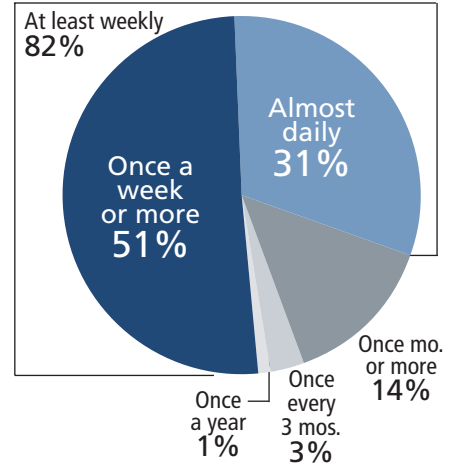
Reason for choosing



Person visiting most

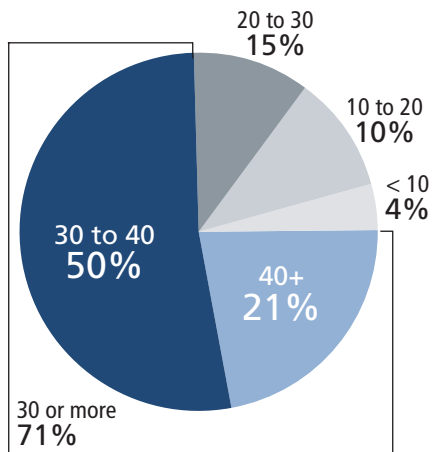


How often visited

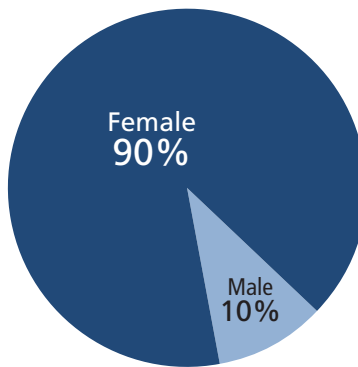


Employee respondent characteristics

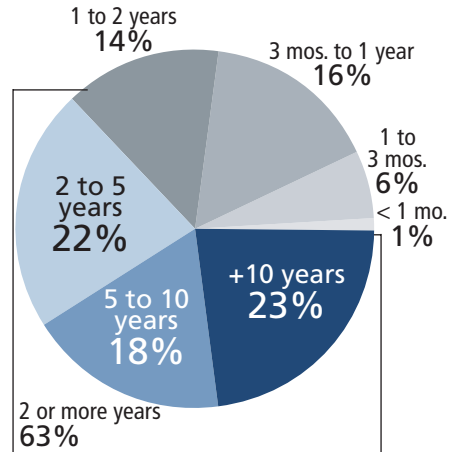
Hours typically worked



Gender



Length of employment



(May not total 100% due to rounding)