

Approval Ratings Jump For SNFs

Largest-ever Database Yields Substantive Recommendations

A majority of nursing facility consumers (85 percent) rated their overall satisfaction as either “excellent” or “good” in 2008, according to a new report from My InnerView (MIV), a research firm based in Wasau, Wis. This is up 4 percentage points from 2006 and 2007.

rating them as an “excellent” or “good” place to receive care.

“These satisfaction levels have increased by 3 percentage points since 2007, yet the evidence-based report shows that the workers most directly involved in patient care are the least satisfied employees,” the report says.

Although rates of improvement varied, workforce satisfaction increased for nurses, nurse assistants, housekeeping, food service, and administration; demographic groups; and organizational characteristics.

Consumer satisfaction increased across all demographic groups, including both family and resident respondents; in groups stratified by other demographics, such as the family member’s relationship to the resident, resident’s length of stay and age, and how often family members visited; and facility characteristics.

The report also shows dramatic increases in survey participation, which

drove the size of MIV’s database to an all-time high. Every year since 2005, the number of nursing facilities participating in the voluntary surveys has increased—reaching one in every three facilities in the United States as of 2008, the report says.

“This is by far the largest database ever collected about the levels of satisfaction among residents, families, and employees in America’s nursing homes,” says Neil Gulsvig, MIV president. “This report is useful to consumers, providers, and policy makers because it establishes important benchmarks about consumer and

workforce satisfaction in the nation’s nursing homes and increases transparency overall.”

For example, MIV found that the most powerful drivers of whether a resident or family member would recommend a nursing facility are workforce issues: “care or concern shown by staff, competency of staff, quality of service, and attention to the resident’s choices or preferences.”

Another finding shows that management practices are the most important drivers of satisfaction. In addition, facilities with higher workforce satisfaction were found to also have higher consumer satisfaction.

“The level of satisfaction in America’s nursing homes can be increased through strategies to simultaneously enhance quality from the consumer’s perspective and improve the work environment for staff,” MIV concludes.

—Meg LaPorte

CONSUMERS IDENTIFY STRENGTHS AND OPPORTUNITIES

Resident

Strengths

- Competency of staff
- Care (concern) of staff
- Nursing care
- Resident-to-staff friendships
- Safety of facility
- Respectfulness of staff
- Cleanliness of premises

Opportunities

- Choices/preferences
- Management responsiveness
- Grooming
- Nurse assistant care

Family

Strengths

- Nurse assistant care
- Care (concern) of staff
- Competency of staff
- Nursing care
- Respectfulness of staff
- Safety of facility
- Resident-to-staff friendships
- Resident/family updates

Opportunities

- Grooming
- Choices/preferences
- Management responsiveness

Items ranked by both correlation and performance.

Source: My InnerView, “2008 National survey of Consumer and Workforce Satisfaction in Nursing Homes”

Nursing facility consumer satisfaction reached its highest level since 2005, while workforce satisfaction is at its highest level since 2006.

The “2008 National Survey of Consumer and Workforce Satisfaction in Nursing Homes,” released last month, is MIV’s fourth and largest annual satisfaction report, representing some 425,000 residents, family members, and employees in more than 5,000 nursing facilities across the country.

Workforce satisfaction clocked in this year with 66 percent of employees rating their facilities as an “excellent” or “good” place to work and 73 percent

WORKFORCE IDENTIFY STRENGTHS AND OPPORTUNITIES

Nurse, Nurse Assistant*

Strengths

- Supervisor cares
- Supervisor informs
- Workplace safety

Opportunities

- Help with job stress and burnout
- Management listens
- Management cares
- Training to deal with difficult residents
- Supervisor appreciates
- Adequacy of equipment/supplies

Items ranked by correlation with recommendation.

*Nurse and nurse assistant results were identical.

Source: My InnerView, “2008 National survey of Consumer and Workforce Satisfaction in Nursing Homes”