

Employee satisfaction survey initiative offered to all skilled nursing facilities in Missouri

We are pleased to announce a state wide collaborative effort between the University of Missouri - Sinclair School of Nursing, and the Missouri Department of Health & Senior Services (DHSS), to bring an evidencebased approach to continuous quality improvement in Missouri's nursing homes. In 2011 Missouri Nursing Homes had the opportunity to participate in a statewide resident and family satisfaction survey process. The results of this innovative project have recently been published. We are pleased now to continue focus on quality nursing home quality improvement with a 2012 initiative to conduct Missouri's first statewide baseline survey of nursing home employee satisfaction.

Employee satisfaction is perhaps one of the most important measures of quality. Every other measure of quality is correlated with employee satisfaction. Employees who remain satisfied over time become committed to their employer and more dedicated to their work. This dedication translates into more conscientious care. Conscientious care improves clinical outcomes and contributes to the overall quality of life for residents and family who in turn become more satisfied.

The employee satisfaction survey initiative is being offered to all skilled nursing facilities in Missouri at no cost to the organization. My InnerView (MIV) will be conducting the surveys and analyzing the results. MIV's national database provides facilities the ability to have a set of statistically significant benchmarked data elements, allowing providers to compare their performance with others in the state and across the nation. The data yielded from these surveys will be invaluable in identifying operational strengths and addressing priority areas for quality improvement.

Each participating facility will have private, secure, ongoing access to their own results. Summary reports will be published containing statewide aggregated results, with comparisons to national performance benchmarks.

This is a significant opportunity for Missouri facilities to understand the perspectives and opinions of their employees and to be able to take action on those items that matter most. State facilities wishing to participate must register no later than **March 30, 2012**. Nursing home administrators interested in participating in the survey can contact **MyInnerview at 800-601-3884** to enroll in the project.

Website Information

MyInnerview: <http://www.myinnerview.com/index.php>

University of Missouri Sinclair School of Nursing: <http://nursing.missouri.edu/about/index.php>