



# 2013-2014 Excellence in Action Award

My InnerView by National Research Corporation, the nation's leading provider of performance-improvement solutions for the senior care profession, presents the annual Excellence in Action award. The honor recognizes long term care and senior living organizations that achieve the highest level of excellence. This is demonstrated by overall resident or employee satisfaction scores that fall within the top 10 percent of the My InnerView product database, the largest in the U.S.

## 2013 - 2014 Award Criteria

The 2013-2014 award recognizes 547 skilled nursing, assisted living, and independent living communities that have made a commitment to continuous quality improvement and have successfully made quality a priority to better serve the needs of their customers and employees. The customer award was earned by 347 organizations while 200 received the workforce award.

For 2014, the Excellence in Action award is presented to My InnerView client facilities that:

- completed a customer (Resident & Family Experience) or workforce (Employee Engagement) satisfaction survey during calendar year 2013, using standard facility instruments (may or may not include custom questions).
- received a minimum of 10 responses, with a minimum 30% response rate.
- scored in the top 10% of qualifying facilities on the question "What is your recommendation of this facility to others?" in terms of percentage of respondents rating the facility as "excellent" (customer satisfaction award).
- scored in the top 10% of qualifying facilities on the question "What is your recommendation of this facility as a place to work?" in terms of percentage of respondents rating the facility as "excellent" (workforce satisfaction award).

All standard data for calendar year 2013 were combined into one sample, regardless of method or date of administration. The term "customer" combines resident and family experience data. No workforce satisfaction award is available for independent living communities.

## My InnerView by National Research Corporation

For more than 30 years, National Research Corporation has been at the forefront of patient-centered care. Today the company's focus on empowering customer-centric healthcare across the continuum extends patient-centered care to incorporate families, communities, employees, senior housing residents, and other stakeholders. My InnerView programs are the premier solutions to help improve quality, resident and family experiences, and employee engagement for skilled nursing homes, assisted living communities, independent living communities, and continuing care retirement communities. This integration of cross-continuum metrics and analytics uncovers insights for effective performance improvement, quality measurement, care transitions, and many other factors that impact population health management.

## Award winners

A complete listing of organizations receiving the 2013-2014 Excellence in Action awards is available for download at [www.nationalresearch.com/about/excellence-in-action](http://www.nationalresearch.com/about/excellence-in-action). For more information, write to [EIAAward@NationalResearch.com](mailto:EIAAward@NationalResearch.com).