

## 2014 Alabama Nursing Home Association Satisfaction Survey Sign Up Form

Participating facility Name:
*MIV FID# (For internal use only)
Corporation/Organization Name (If applicable) :
Address:
Phone:
Administrators Name:
Administrators Email Address:
Survey Champion Name (if different than administrator) :
Email Address:
Licensed Skilled Nursing Bed Count: <small style="color: red;">Note: Order no more than 100% of Bed count for F/R Surveys, and 125% of Employee Surveys. Orders over these numbers will be billed to the facility</small>
Notes:

Completion of this form indicates that your facility intends to participate in the 2014 Family/Resident and Employee Nursing Home Satisfaction Survey at no cost to you. Your client service manager will follow up with you for important details.

**If you would like to learn more about other My InnerView solutions/offerings please indicate below.**

- Assisted Living/Independent Living Satisfaction Surveys
- Employee new hire/Exit surveys
- Admission/Move-In Surveys (Marketing and Referral Source information)
- Discharge/Move-Out Surveys

**My InnerView by National Research Corporation**

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## 2014 Satisfaction Survey Timeline Schedule for Alabama Nursing Home Association

My InnerView will host the following webinars to review the satisfaction survey timeline and discuss best practices for a successful survey.

Please participate in one of the following live webinars by clicking on the link that best fits your schedule:

Date of Webinar	Link to Webinar
Tuesday, October 21 at 10:00 CT	<a href="https://cc.readytalk.com/r/t3ag9ck3zj95&amp;eom">https://cc.readytalk.com/r/t3ag9ck3zj95&amp;eom</a>
Wednesday, October 22 at 1:30 CT	<a href="https://cc.readytalk.com/r/gtdj5gyrocjm&amp;eom">https://cc.readytalk.com/r/gtdj5gyrocjm&amp;eom</a>

If you are unable to attend, please still register and you will receive an email with a link to a recording of the webinar for viewing at your convenience. You may also join the day of the call using the instructions below:

### **DAY OF WEBINAR/CONFERENCE CALL**

(Please join early as the webinar will begin promptly)

1. Go to [www.readytalk.com](http://www.readytalk.com) using your Internet Explorer Web browser
2. In the "participant login" field, enter access code **1550210** and click "join"
3. Call 1-800-677-2898 when prompted dial **1550210**

To optimize the value of your survey results, you must take the lead on these critical steps. If you have questions regarding your timeline, please e-mail [mcastillo@myinnerview.com](mailto:mcastillo@myinnerview.com) or call us at 1-800-601-3884.



<b>No later than:</b>	<b>You should...</b>	<b>Helpful information</b>
Friday, October 24	Return your completed sign-up sheet or contract to My InnerView	Email completed document to Allison Thomas <a href="mailto:athomas@nationalresearch.com">athomas@nationalresearch.com</a>
Ongoing	Create awareness of upcoming survey process.	<ul style="list-style-type: none"> <li>• Display posters, table tent flyers throughout communities.</li> <li>• Discuss survey process at family/resident council meetings and with your staff; explain it is a confidential process being conducted by a 3rd party.</li> <li>• Add reminders to invoices and newsletters advising to watch for the survey in the upcoming weeks.</li> </ul>
Wednesday, October 29	Complete or update your entire facility profile  <b>Note:</b> for information about ordering foreign language surveys please email <a href="mailto:surveys@myinnerview.com">surveys@myinnerview.com</a>	<ul style="list-style-type: none"> <li>• Go to <a href="http://www.myinnerview.com">www.myinnerview.com</a>; enter the user name/password provided by My InnerView or your corporate office. On the <b>Home</b> page, click on <b>Organization Editor</b> and review the information to ensure the facility information is accurate. To make a change, click on the <b>[Edit]</b> button in the lower-right of the screen, and then click on <b>[Submit]</b> to save changes.</li> <li>• <b>Important:</b> Capitalize and spell information <i>exactly</i> as it should appear on your surveys. <u>Facility name information printed on the survey is taken from the information you enter.</u></li> </ul>
Friday, October 31	Order bulk surveys for residents and employees  Submit mailing addresses for family members.  <b>(Note: Order no more than 100% of Bed count for F/R Surveys, and 125% of Employee Surveys. Orders over these numbers will be billed to the facility)</b>	Go to <a href="http://www.myinnerview.com">www.myinnerview.com</a> . Enter your user name/password. On the <b>Home</b> page, click on the <b>e-Learning</b> button. You may use the resident screening tool to determine if residents are capable of completing the survey.  Accurate names and complete mailing addresses are critical for family members or other responsible parties. <u>Your survey response rate is directly affected by the accuracy of your bulk counts for employees/residents and the family mailing list.</u>  <ul style="list-style-type: none"> <li>• Use the Alabama Nursing Facility 2014 Order Form to submit your bulk order for residents and employees and list mailing addresses for families. (This is all on the same document.)</li> </ul> Upload the completed Order Form at: <a href="https://nationalresearch.sharefile.com/r/r3bbeb28b2dc4b408">https://nationalresearch.sharefile.com/r/r3bbeb28b2dc4b408</a>  <ul style="list-style-type: none"> <li>• <b><u>Do not photocopy surveys for distribution. Photocopied surveys received by My InnerView will not be included in your results.</u></b></li> </ul>
Friday, October 31	Submit Logo <b>Optional</b>	<ul style="list-style-type: none"> <li>• We accept .jpg, .bmp, or .gif as valid image formats. They will need to be submitted in the proper format.</li> <li>• E-mail the Logo as an attachment to <a href="mailto:surveys@myinnerview.com">surveys@myinnerview.com</a></li> </ul>



<b>No later than:</b>	<b>You should...</b>	<b>Helpful information</b>
<b>Friday, November 7</b>	<b>Mail notification letters to employees, residents or family members</b>	<ul style="list-style-type: none"> <li>• Go to <a href="http://www.myinnerview.com">www.myinnerview.com</a>. Enter your user name/password. On the Home page click on <b>My InnerView e-Learning</b> site. Click on <b>Satisfaction Survey Resources</b>. Scroll down to <b>Notifying Survey Recipient-Customer/Employee</b>.</li> <li>• <b>Notification of the survey process will encourage your response rates.</b></li> </ul>
<b>Wednesday, November 19</b>	<b>My InnerView mails/ships surveys</b>	<ul style="list-style-type: none"> <li>• My InnerView will personalize Resident/Family/Employee Satisfaction Surveys with the facility's name (as entered on the web site.) The established cut-off date will be printed on the survey.</li> <li>• A survey packet will be mailed to each employee, family, resident or responsible party listed on the mailing list provided to My InnerView. The envelope contains the appropriate cover letter, survey, comment form and self-addressed (to My InnerView), postage-paid return envelope.</li> </ul>
<b>On Going</b>	<b>Monitor survey activity and view comments</b>	<ul style="list-style-type: none"> <li>• You can monitor survey activity throughout the survey process. Go to <a href="http://www.myinnerview.com">www.myinnerview.com</a>. Enter your user name/password. On the Home page, click on Satisfaction Survey on the left-hand side, then on the Survey Response tab and "Build" to monitor your response rates.</li> <li>• Access to Comment Viewer is granted by the Super User of your organization. If you have been assigned access, comments are available daily.</li> </ul>
<b>Monday, December 8</b>	<b>Mail sealed surveys to My InnerView</b>	<ul style="list-style-type: none"> <li>• You can choose to collect the employee and/or resident surveys at the facility or instruct the employees and/or residents to mail their individual surveys directly to My InnerView. If you collect the surveys, do not open surveys at the facility. You will mail (in bulk) sealed envelopes directly to My InnerView.</li> <li>• You should mail any unopened surveys back to My InnerView. This is the only way that they can be removed from your out count.</li> </ul>
<b>No later than:</b>	<b>You should...</b>	<b>Helpful information</b>
<b>Friday, December 12</b>	<b>My InnerView's due date for accepting surveys!</b>	<ul style="list-style-type: none"> <li>• The quality of information you can glean from your survey results is directly related to the number of completed surveys returned. It is critical to reinforce the established due date, which is printed on the survey.</li> <li>• My InnerView, as an independent third party, handles all survey collection, processing and reporting.</li> <li>• Submitted surveys are never read at the facility. On the established due date surveys are electronically scanned by My InnerView into the</li> </ul>

		<p>security-protected system, which will electronically:</p> <ul style="list-style-type: none"> <li>• Sort surveys by facility name.</li> <li>• Compile information into the established survey database</li> <li>• Begin the report-generation phase.</li> </ul>
<p><b>Friday, December 19</b></p>	<p><b>Reports published on-line by the <u>end of the business day</u></b></p>	<ul style="list-style-type: none"> <li>• Access to reports is granted by the Super User of your organization. If you have been assigned access reports will be available at <a href="http://www.myinnerview.com">www.myinnerview.com</a>.</li> <li>• For instructions on accessing your survey reports, go to <a href="http://www.myinnerview.com">www.myinnerview.com</a>. Enter your user name/ password. On the Home page, click on <b>My InnerView e-Learning</b> site. Under <b>Recorded Webinars</b>, you will find links to several pre-recorded Webinars as well as a schedule of live Webinar dates under Upcoming Webinars. A library of 'How To' guides can also be found on the <b>My InnerView e-Learning</b> site.</li> <li>• <b>Important:</b> Adobe© Flash© Player 9 must be installed, as it is required to use certain features. For more information on how to install Adobe© Flash© Player 9, go to <a href="http://www.myinnerview.com">www.myinnerview.com</a> and review the <b>How to Prepare Computer</b> document on the <b>My InnerView e-Learning</b> site.</li> </ul>