

2013 Satisfaction Survey Timeline Schedule for **Alabama Nursing Home Association**

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

Please participate in one of the following live webinars:

Wednesday October 23, 10:00 a.m. - 11:00 a.m. CT
Thursday Oct 24, 2:00 p.m. - 3:00 p.m. CT

You will receive an email invitation to both webinar's. You will only need to register for the time that best fits your schedule. If you are unable to attend 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 using your Internet Explorer Web browser
2. In the "participant login" field, enter access code **4752553** and click "join"
3. Call 1-800-677-2898 when prompted dial 4752553

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 help@myinnerview.com or call us at 800-601-3884.

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No later than	<i>You should ...</i>	<i>Helpful information</i>
*** Friday, Oct 25	Submit completed sign-up form to My InnerView	Email completed document to Allison Thomas athomas@nationalresearch.com
Wednesday, October 30	Complete or update your entire facility profile Note: for information about ordering foreign language surveys please email surveys@myinnerview.com	Go to www.myinnerview.com ; enter the user name and password provided by My InnerView or your corporate office. On the Home page, click on Organization Editor and review the information to ensure the facility information is accurate. To make a change, click on the Edit button in the lower-right of the screen, and then click on Submit to save changes. Important: Capitalize and spell information exactly as it should appear on your surveys. <u>Facility name information printed on the survey is taken from the information you enter.</u> <u>Include full-time and part-time employees when preparing for employee surveys. Provide an accurate count as this is the number of employee surveys printed.</u> <i>A separate charge will apply for any additional surveys needed after the original production run has been completed.</i> <i><u>Do not photocopy surveys for distribution. Photocopied surveys received by My InnerView will not be included in your results.</u></i>
Friday, November 1	Submit mailing addresses or bulk order for residents, family members or other individuals knowledgeable of resident	Go to www.myinnerview.com . Enter your user name/password. On the Home page, click on the e-Learning button. Click on Satisfaction Survey Resources. Under the Pre-Survey Toolkit scroll down to Screening Residents and Clients. You may use the resident screening tool to determine if residents are capable of completing the survey. Select the Data File Template under ' Submitting Customer Addresses '. Review the instructions on how to complete the spreadsheet. Accurate names and complete mailing addresses are critical for residents, family members or other responsible parties. <u>Your survey response rate is directly affected by the accuracy of your mailing list.</u> Enter all facilities on <u>one data file</u> and upload the data file securely to ShareFile: https://nationalresearch.sharefile.com/r/r3bbeb28b2dc4b408 <i>A separate charge will apply for any additional surveys needed after the original production run has been completed.</i> <i><u>Do not photocopy surveys for distribution. Photocopied surveys received by My InnerView will not be included in your results.</u></i>

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Friday, November 1	Submit Logo Optional	We only accept .jpg, .bmp, or .gif as valid image formats. They will need to be submitted in the proper format. E-mail the Logo as an attachment to surveys@myinnerview.com.
Friday, November 8	Mail notification letters to family members or other individuals knowledgeable of the resident	Go to www.myinnerview.com . Enter your user name/password. On the Home page click on e-Learning button. Click on Satisfaction Survey Resources. Scroll down to Notifying Survey Recipient-Customer. Notification of the survey process will encourage your response rates.
Friday, November 8	Distribute notification letters to employees and residents	Go to www.myinnerview.com . Enter your user name/password. On the Home page click on e-Learning button. Click on Satisfaction Survey Resources. Scroll down to Notifying Survey Recipient-Customer/Employee. Notification of the survey process will encourage your response rates.
Wednesday, November 20	My InnerView mails resident and family surveys	My InnerView will personalize Resident/Family Satisfaction Surveys with the facility's name (as entered on the Web site.) The established cut-off date will be printed on the survey. A survey packet will be mailed to each 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.
Wednesday, November 20	My InnerView ships employee surveys to facility	My InnerView will personalize 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. Your facility will be shipped a survey packet for each employee. The packet contains a cover letter, survey, comment form and self-addressed (to My InnerView), postage-paid return envelope.

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Monday, November 25	Distribution of employee surveys	<p>Recommendations for distribution to employees include staff meetings, with paychecks or other methods that work successfully in your facility.</p> <p>You can choose to:</p> <ol style="list-style-type: none"> 1. Collect employee surveys at the facility (If you collect the surveys, <u>do not open surveys at the facility</u>. You will mail (in bulk) sealed envelopes directly to My InnerView.) OR 2. Instruct employees to mail individual surveys in the provided postage paid envelopes directly to My InnerView. <p>Best Practice Tip: Distribute in an all-staff or department meeting and collect the survey in the sealed return envelope as the employee completes the survey. We recommended you provide time during the work day and have a non-management facilitator in the room conducting the survey.</p>
Monday, December 9	Mail sealed surveys to My InnerView	<p>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.</p> <p>My Innerview encourages that surveys are returned individually by employees and/or residents, however, if the need exists to return surveys in bulk, please complete the following steps:</p> <ol style="list-style-type: none"> 1) Mail back one package per facility. Include only the surveys for one facility in the package. 2) Please include the Survey Submission Record in the package for that facility. 3) On the Survey Submission Record, indicate the number of “completed” surveys for the facility that are in the package. When returning “unused surveys” in the package, please report those numbers separately on the same form.
On Going	Monitor survey activity	<p>You can monitor survey activity throughout the survey process. Go to www.myinnerview.com. Enter your user name/password. On the Home page, click on Satisfaction Survey, then on the Survey Response tab and “Build” to monitor your response rates.</p>

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No later than ...	<i>You should ...</i>	<i>Helpful information</i>
Friday, December 13	My InnerView's due date for accepting surveys!	<p>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.</p> <p>My InnerView as an independent third party handles all survey collection, processing and reporting.</p> <p>Submitted surveys are never read at the facility. On the established due date surveys are electronically scanned by My InnerView into the security-protected system, which will electronically:</p> <ol style="list-style-type: none"> 1. Sort surveys by facility name. 2. Compile information into the established survey database <p>Begin the report-generation phase.</p>
Friday, December 20	Reports published on-line by the <u>end of the business day</u>	<p>Access to reports is granted by the Super User of your organization. If you have been assigned access reports will be available at www.myinnerview.com.</p> <p>For instructions on accessing your survey reports, go to www.myinnerview.com. Enter your user name/ password. On the Home page click on e-Learning button. There, you will find links to several pre-recorded Webinars as well as a schedule of live Webinar dates a library of "How To" guides.</p> <p>NOTE: 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 www.myinnerview.com and review the How to Prepare Computer document on the e-Learning site.</p>
Daily	View comments	<p>Access to Comment Viewer is granted by the Super User of your organization. If you have been assigned access, comments are available at www.myinnerview.com daily.</p> <p>For instructions on accessing your comments, go to www.myinnerview.com. Enter your user name/ password. On the Home page click on HELP or e-Learning site to find a library of "How To" guides.</p>