

2012 Satisfaction Survey Timeline Schedule for the Alabama Nursing Home Association

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.

No later than ...	You should ...	Helpful information
Wednesday, October 24th	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. However, ANHA will only pay for employee surveys up to the number of licensed beds multiplied by 1.25. For example, ANHA will pay for up to 125 employee surveys for a 100 bed nursing home.</u> <i>A separate charge will apply for any additional surveys needed after the original production run has been completed.</i> <u>Do not photocopy surveys for distribution. Photocopied surveys received by My InnerView will not be included in your results.</u>
Friday, October 26th	Submit Order for Resident and Employee Surveys Submit mailing addresses for family members or other individuals knowledgeable of resident	You may order your Resident and Employee surveys in bulk using the Bulk Survey submission form provided by My InnerView. To order your family surveys use the data file template to submit family names and addresses: Go to www.myinnerview.com . Enter your user name/password. On the Home page, click on 'eLearning site' link. 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</u>

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		<p>affected by the accuracy of your mailing list.</p> <p style="text-align: center;">E-mail all facilities on <i>one data file</i> as an attachment to surveys@myinnerview.com.</p> <p><i>A separate charge will apply for any additional surveys needed after the original production run has been completed.</i></p> <p><i>Do not photocopy surveys for distribution. Photocopied surveys received by My InnerView will not be included in your results.</i></p>
No later than ...	You should ...	Helpful information
Friday, November October 26th	Submit Logo Optional: for an additional charge of \$150 per unique logo submitted	<p>We only accept .jpg, .bmp, or .gif as valid image formats. They will need to be submitted in the proper format.</p> <p>E-mail the Logo as an attachment to surveys@myinnerview.com.</p>
Friday, November 9	Mail notification letters to family members or other individuals knowledgeable of the resident	<p>Go to www.myinnerview.com. Enter your user name/password. On the Home page click on 'eLearning site' link. Click on Satisfaction Survey Resources. Scroll down to Notifying Survey Recipient-Customer.</p> <p><i>Notification of the survey process will encourage your response rates.</i></p>
Friday, November 9	Distribute notification letters to employees and residents	<p>Go to www.myinnerview.com. Enter your user name/password. On the Home page click on 'eLearning site' link. Click on Satisfaction Survey Resources. Scroll down to Notifying Survey Recipient-Customer/Employee.</p> <p><i>Notification of the survey process will encourage your response rates.</i></p>
Wednesday, November 14	My InnerView mails family surveys	<p>My InnerView will personalize 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.</p> <p>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.</p>

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Wednesday, November 14	My InnerView ships employee and Resident surveys to facility	<p>My InnerView will personalize Resident and 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.</p> <p>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.</p>
No later than ...		Helpful information
Monday, November 26	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, <i>do not open surveys at the facility</i>. 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 3	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>
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>
Friday, December 7	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>

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		<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>
No later than ...	You should ...	Helpful information
Monday, December 14	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, you will find links to several pre-recorded Webinars as well as a schedule of live Webinar dates. Click on HELP or eLearning site to find 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 eLearning site.</p>
Wednesday, December 19	Comment Analyzer	Disposition of respondent's comments will be available within a few days after the on-line reports have been published.
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 eLearning site to find a library of "How To" guides.</p>